

UNSEEN
**MODERN SLAVERY &
EXPLOITATION HELPLINE**

ANNUAL ASSESSMENT
2019



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It's fair to say that 2019 has been a challenging year of operations for Unseen and the Modern Slavery Helpline. Despite some difficult times, the Helpline continues to take calls and contacts from across the UK, facilitating vulnerable individuals out of exploitative situations and providing strong advice and guidance to those who are investigating situations or supporting potential victims on the ground.

With no government funding, we always knew keeping the Helpline afloat was going to be tough. But, we have had to dig deep to maintain the excellent service we have developed to help, guide and support potential victims, statutory agencies, businesses and the public on all aspects of modern slavery. Working closely and collaboratively with a wide range of corporates has given us the support, both operationally and financially, that we need to continue operating independently and maintaining our strong focus on those who need our help the most.

Although modern slavery is very much alive and among us, the wider landscape is shifting. The previous focus on modern slavery from the last Government is no longer evident, with a renewed focus on exploitation issues such as county lines. In truth, all modern slavery is exploitation - and county lines forms one aspect of that.

As operators of the Helpline, we know only too well the inter-relatedness of modern slavery with issues such as labour abuse, domestic abuse, child abuse and neglect. We are already dealing with calls and contacts into the Helpline focused on wider exploitation, recognising that there is spectrum of abuse and exploitation that may not necessarily fit the modern slavery mould. In 2019, the Helpline dealt with 2,192 calls related to wider issues of exploitation, that would not necessarily be classed as modern slavery. To that end we have decided to re-name the Helpline as the **Modern Slavery & Exploitation Helpline**, to reflect the diversity and breadth of the issues we are already managing on a day-to-day basis.

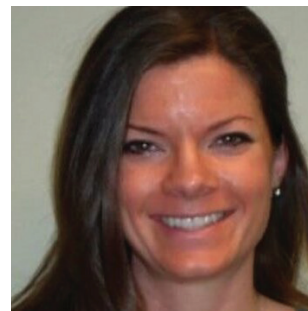
Providing a first-class service to all our contacts has been at the heart of the Helpline's service and we will continue to operate on that basis into 2020 and beyond. Our streamlined services will ensure that we can continue to give expert advice to those on the front-line and work collaboratively with partners to safeguard and protect those who are most vulnerable.



Andrew Wallis OBE
CEO, Unseen



Justine Currell
Director, Unseen



Rachel Harper
Helpline Manager, Unseen

Executive Summary

4,739
potential victims



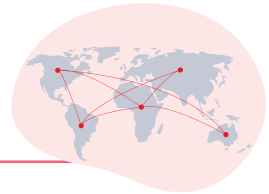
7,073
helpline calls



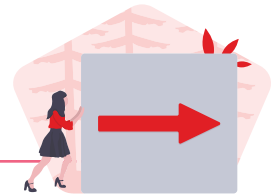
2,163
webforms and App



85
different nationalities



2,338
referrals and signposts



1,812
modern slavery cases



■ Introduction

This report provides an assessment of the UK-wide Modern Slavery Helpline's operations in 2019 detailing the number, type and nature of calls, webforms and app submissions received between 1 January 2019 and 31 December 2019 and the number and demographics of potential victims indicated. The assessment builds on the previous two years of operations and highlights the number of contacts and type of exploitative situations being reported to the Helpline, including the trends that are being identified.

■ Comparison of data 2017 - 2019

Contacts to the Modern Slavery Helpline have, for the third year in a row, risen with an 18% increase in calls and a 54% increase in web reports from 2018. However, the number of PVs indicated in situations has decreased but with a similar number of cases as last year with 1,812 modern slavery cases raised.

■ 2019 Summary Helpline call data

During 2019, the Helpline received 7,073 calls and 2,163 webforms and App submissions. From these contacts, 4,739 potential victims were indicated, 1,812 modern slavery cases raised, and 2,338 referrals sent to law enforcement agencies and safeguarding teams. A large proportion of calls into the Helpline were related to abuse and exploitation, wider than modern slavery.

■ Victim demographics

In 2019, the Helpline indicated a total of **4,739** potential victims. These were individuals from **85** different nationalities through contacts made in 2019 relating to reported instances of modern slavery.

■ Potential exploiters

Knowing more about the exploiters is key to prevent more vulnerable people from becoming victims. In 2019, the Helpline indicated potential exploiters from **54** different nationalities, highlighting the international dimension of the crime.

■ Sexual exploitation

Sexual exploitation remains a prevalent exploitation type reported to the Helpline. In 2019, the Helpline raised 219 cases of sexual exploitation of which 86 involved potential exploitation through adult services websites.

■ Labour exploitation

Labour exploitation continues to be the most prevalent form of exploitation indicated to the Helpline from across the UK. 886 labour exploitation cases were raised by the Helpline during 2019.

■ Domestic servitude

Still one of the most hidden and complex aspects of modern slavery, domestic servitude remains a concern with 144 potential victims indicated to be from 29 different nationalities.

■ Criminal exploitation

Criminal exploitation reports through the modern slavery Helpline are on the increase with 179 cases related to criminal exploitation. The two most prevalent types are criminal exploitation for drugs and for begging.

■ Referrals and signposts

In 2019, the Helpline made a total of 2,336 referrals and 1,508 signposts providing information about suspected situations of modern slavery to a range of partner agencies as well as support for potential victims.

■ International cases

As well as cases and calls relating to situations in the UK, the Helpline receives calls from many other countries across the globe. In 2019, the Helpline raised 169 international cases relating to contacts from outside the UK.

■ Non-modern slavery cases

The number of cases relating to high risk and related crimes, other than modern slavery, continue to increase with 3,583 cases in 2019. The majority of these cases are related to reports of labour abuse.

■ General information cases

In 2019, the Helpline dealt with a total of 506 general information cases. These cases relate to a number of different types of requests such as general information about what modern slavery is, access to training and supporting materials as well as information about the support services on offer.

■ Role of business

Businesses play a vital role in tackling modern slavery. In 2019, the Helpline took 80 contacts related specifically to business requests and published 80 cases to the Helpline Business Portal. These contacts often result in wider support and conversations to address potential risks or situations that arise in businesses and their supply chains.

■ Challenges and opportunities

There are many different challenges and opportunities that present themselves in managing a 24/7 helpline dealing with vulnerable individuals in often harrowing situations. The Helpline, in 2019, struggled to financially support itself but with great support from a range of key stakeholders the Helpline will continue to provide much needed support for those who desperately need it.

■ Emerging trends

Dealing with cases on a daily basis gives the Helpline an opportunity to identify any emerging trends based on information received and testimony from those in situations of modern slavery.

“The Modern Slavery Helpline is vital for those who are vulnerable and scared and want to speak to someone in confidence. The expert knowledge of the Helpline team is invaluable, offering support to potential victims and sharing vital information with law enforcement agencies.”

- Dame Sara Thornton
Independent Anti-Slavery Commissioner

Chapter 01 - Introduction

A third successful year of operations for the UK-wide Modern Slavery Helpline has seen the number of contacts increasing and more complex cases being managed.

Maintaining its independent, confidential nature, and specialist staff the Helpline continues to offer unique support, advocacy and advice to potential victims and statutory agencies ensuring they get the help and support they both want and need.



Who we are

Unseen is a national UK-wide modern slavery charity with one mission: to end slavery. We seek to do this by supporting survivors, informing stakeholders and influencing systemic change:

- We provide direct survivor support services to men, women and children through accommodation and outreach services.
- We inform stakeholders through the provision of training, advice and resources, training around 2,000 front-line personnel per year.
- We influence systemic change working closely with the UK and overseas Governments.

Through setting up the Helpline in 2016, Unseen has continued to put the potential victims and survivors of modern slavery at the heart of this vital service. Offering support, guidance and advice directly to vulnerable individuals in situations of modern slavery and being able to fundamentally change an individual's circumstances for the better is why Helpline personnel are so passionate about what they do. As a resource available to call 24/7, 365 days a year, the Helpline, staffed by trained specialists, provides real-time support to statutory agencies, businesses, the public and potential victims. Offering translation services, the Helpline can engage with individuals in their first language, ensuring that they get advice and information they can understand.

Since its launch, the Helpline has consistently received an increasing number of contacts by telephone and webform. The Unseen App, launched in July 2018, continues to provide an alternative channel for people to report situations to the Helpline, as well as offering easy access to key information about the different types of modern slavery. To ensure that the Helpline maintains pace with technological advances and the varying ways in which people want to interact, other channels will be considered, such as App based platforms, to maximise the methods of contact for individuals.

We still don't know the true nature and scale of modern slavery in the UK and beyond because much is hidden from view. However, the Helpline plays a pivotal part in better understanding the risks and threats of modern slavery, because it can gather information from those who are seeing and experiencing exploitation first-hand. Unseen continues to lead efforts to understand and align diverse data sets to inform prevention activities, using Helpline data as the catalyst. To truly understand the nature of this crime, the UK Government must work more closely with the sector to build strong and trusting relationships.

With a fully trained and specialist team, the Modern Slavery Helpline can provide information, advice and guidance to all callers about all aspects of modern slavery, including labour exploitation, sexual exploitation, criminal exploitation, domestic servitude and organ harvesting. Its independent nature makes the Helpline a vital resource for those who are scared or fearful of engaging with the police or authorities for the fear of potential consequences. Helpline Advisors always work at the pace of the caller, offering options and explaining potential outcomes clearly so that the caller is best informed of their often limited choices.

As a complex crime, modern slavery cannot be tackled by one organisation or agency. Partnership and collaboration are key elements in addressing the root causes of modern slavery. Our premise is to work collaboratively so that we can genuinely improve the lives of those who are in situations of modern slavery and prevent others from becoming exploited.

Unseen's partnership network continues to grow from strength to strength, particularly with the many corporates who are now strongly supporting the Helpline. The Helpline continues to actively support partner campaigns carrying the Helpline number, helping to connect individuals to the information, advice and support they need.

One of the key activities of the Helpline is providing vital support, advice and guidance to those on the frontline: the NHS, policing and local authorities. Calls are wide-ranging and include seeking information about the Government's process for accessing support through the National Referral Mechanism, wanting to know more about the law enforcement tools available such as asset seizure powers or Slavery and Trafficking Risk and Prevention Orders, and understanding the support available for those who are vulnerable and at risk.

The Helpline continues to produce informative monthly, quarterly, thematic and ad-hoc statistical reports to share its knowledge and understanding of the nature and scale of modern slavery across the UK. Beneficiaries of this information include law enforcement agencies, local authorities, the Gangmasters and Labour Abuse Authority and the Government.

Testimony

"I would just like to take the time to thank you and your staff for the assistance that you provided to me and my team when dealing with this investigation into an unknown female who may have been a potential victim of human trafficking.

The information provided by the anonymous source was limited however your staff were willing to try and re-engage with the source in an effort to obtain more information that would prove vital to my investigation. Given the concerns raised the unknown female was being treated as a high risk missing person and significant resources from 3 Divisions were involved in enquiries to try and identify and trace the female.

Despite the source wanting to remain anonymous the positive attitude of your staff and willingness to try and assist my investigation led to further information being provided by the source.

The additional information obtained by your staff from the source allowed me to identify the female and we subsequently traced her safe and well. Without this additional information obtained by your staff we would not have been able to trace her as quickly as we did and allow us to safeguard her from future harm.

I hope that you can pass on my regards to the staff involved in this enquiry for their assistance."

- Detective Inspector,
Police Scotland



Chapter 02 - Comparison of data 2017-2019

In its third year, the UK-wide Modern Slavery Helpline continues to see an increase in the number of calls and contacts it receives from members of the public, statutory agencies, businesses and directly from potential victims.



Yearly data comparisons

As the primary call to action on many national, regional and local modern slavery campaigns, the Helpline continues to receive a high level of contacts per week from both callers and those reporting situations via the Helpline website.

In 2019, the number of calls received by the Helpline increased by 18% from those received in 2018, from 6,012 to 7,073. Interestingly, the biggest increase in contacts was from the number of webforms received which has increased by 54% from 1,323 in 2018 to 2,042 in 2019. This is a continuing trend and highlights the need for multiple communication channels to make reporting situations or seeking help easier. The continuing rise in contacts is likely to be down to the ongoing and growing awareness of the Helpline and the issue more generally rather than an increase in incidences.

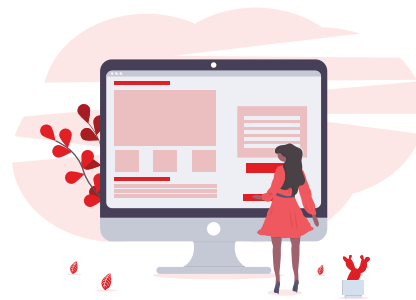
Following the launch of the Unseen App in July 2018 the Helpline has also seen a small increase in the number of reports coming directly from the App. In 2019, the Helpline received 121 App submissions

compared to 70 App submissions between 31 July 2018 and 31 December 2018. This additional channel offers users a simple and easy way of spotting the signs of different types of modern slavery whilst providing a direct route to report into the Helpline.

Although the Helpline has seen a further year-on-year rise in the number of calls and webforms received, the number of potential victims has fallen from 7,121 to 4,739, although the number of modern slavery cases has remained consistent. This could be due to a number of factors. The most likely factor is related to the type of calls received by the Helpline. In 2018, the Helpline received some calls indicating a large number of PVs in one situation. Although the Helpline is conservative in its recording of information relating to the number of PVs potentially involved it only takes a dozen or so reports of 100 PVs or more in a situation to affect the statistics. This, coupled with the fact that we are seeing more complex cases where one or two PVs are involved, has affected the overall number of PVs indicated.



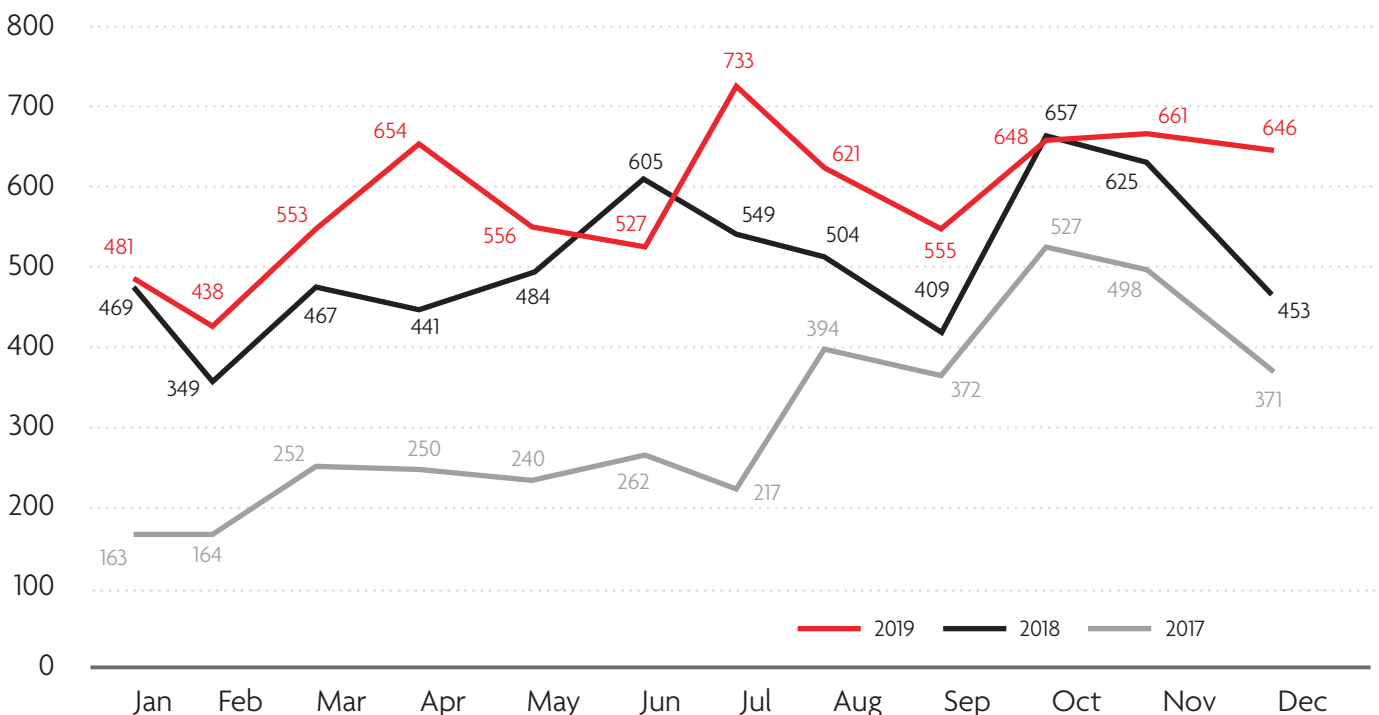
18%
increase
in calls



54%
increase
in webforms

The chart below shows the number of Helpline calls by month for the first three full years of operation in 2017, 2018 and 2019.

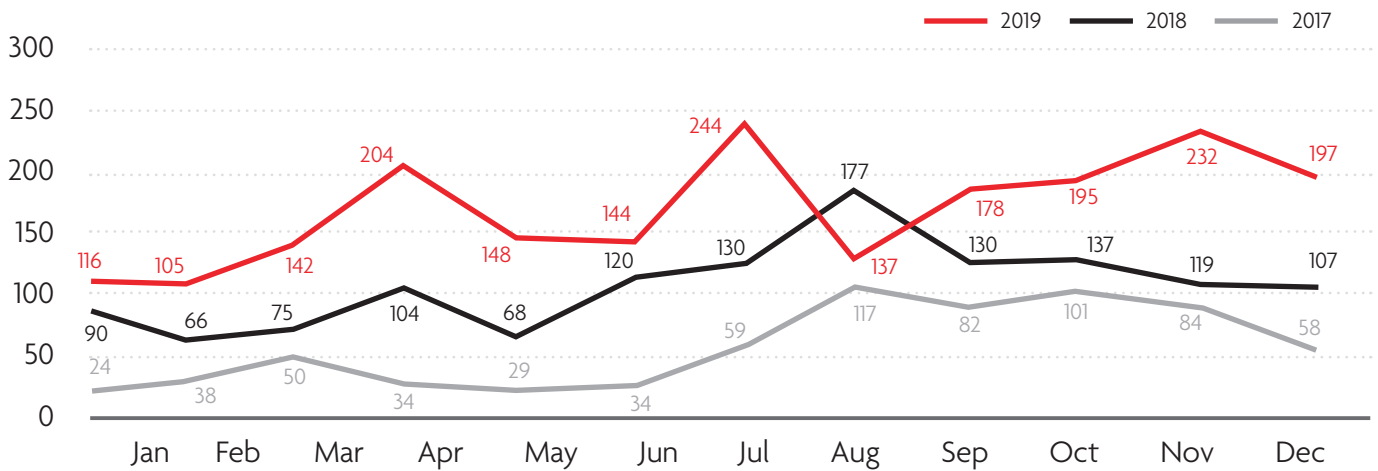
Chart 1: Number of Helpline calls by Month 2017-2019



The data indicates a consistent pattern in Helpline calls across the year, with call volumes steadily rising throughout the year. However, in 2019, the Helpline saw calls peaking in April and July, as well as the expected peak in October around Anti-Slavery Day. Calls did not

decrease significantly in the latter quarter of the year as had been seen in the previous two years. Interestingly, the same pattern can be seen for the number of webforms received throughout the year, shown in the chart below.

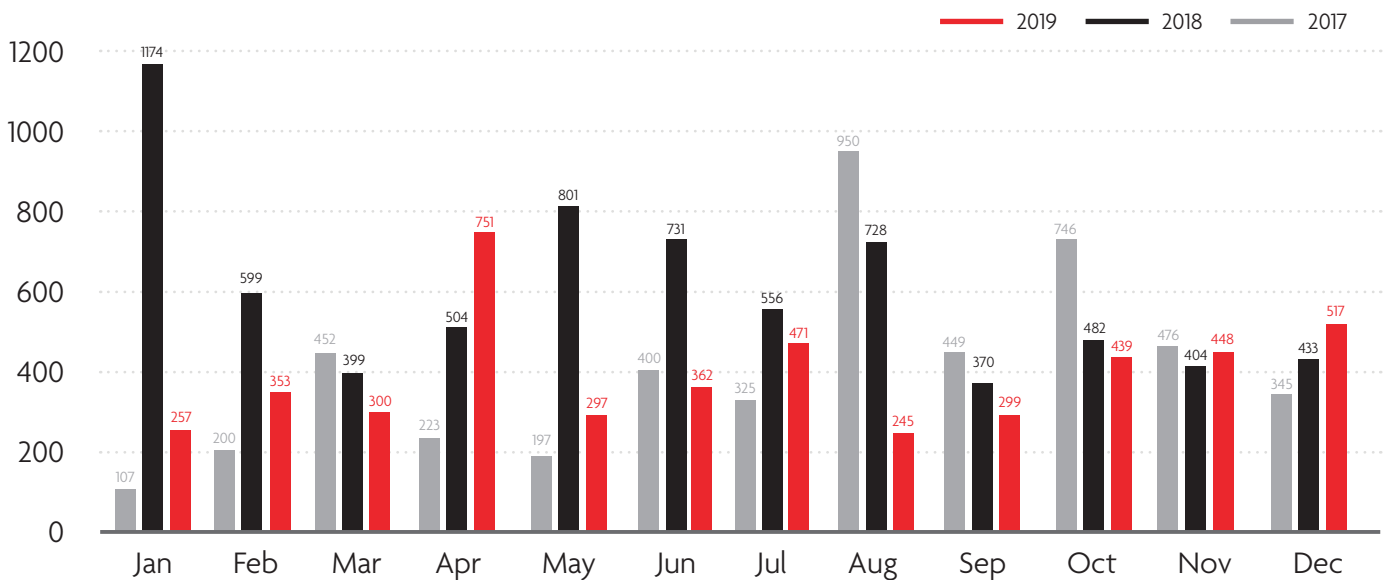
Chart 2: Number of webforms by month 2017-2019



The consistent peaks between the number of calls and the number of webforms received into the Helpline across the months indicates that there are probably external forces affecting these such as high profile media stories or significant awareness-raising campaigns. However, the number of potential victims indicated as a result of contacts to

the Helpline doesn't follow this pattern, with a decrease being seen in the number of potential victims indicated in 2019 from the previous year. The chart below shows the number of potential victims per month related to modern slavery cases for 2017, 2018 and 2019.

Chart 3: Comparison of number of PVs by month 2017 - 2019



The decrease in the number of potential victims indicated during 2019 could be a result of a number of factors, for example, the number of calls being received by the Helpline per case has increased because of the complexity of the situation being reported. Alternatively, the Helpline is hearing of more cases that are not considered modern slavery but may be on the spectrum such as labour abuse or related to other crime types akin to modern slavery. In 2019, the average number of potential victims per case decreased from 3.8 in 2018 to 2.6 in 2019.

2.6
potential victims
per modern slavery case



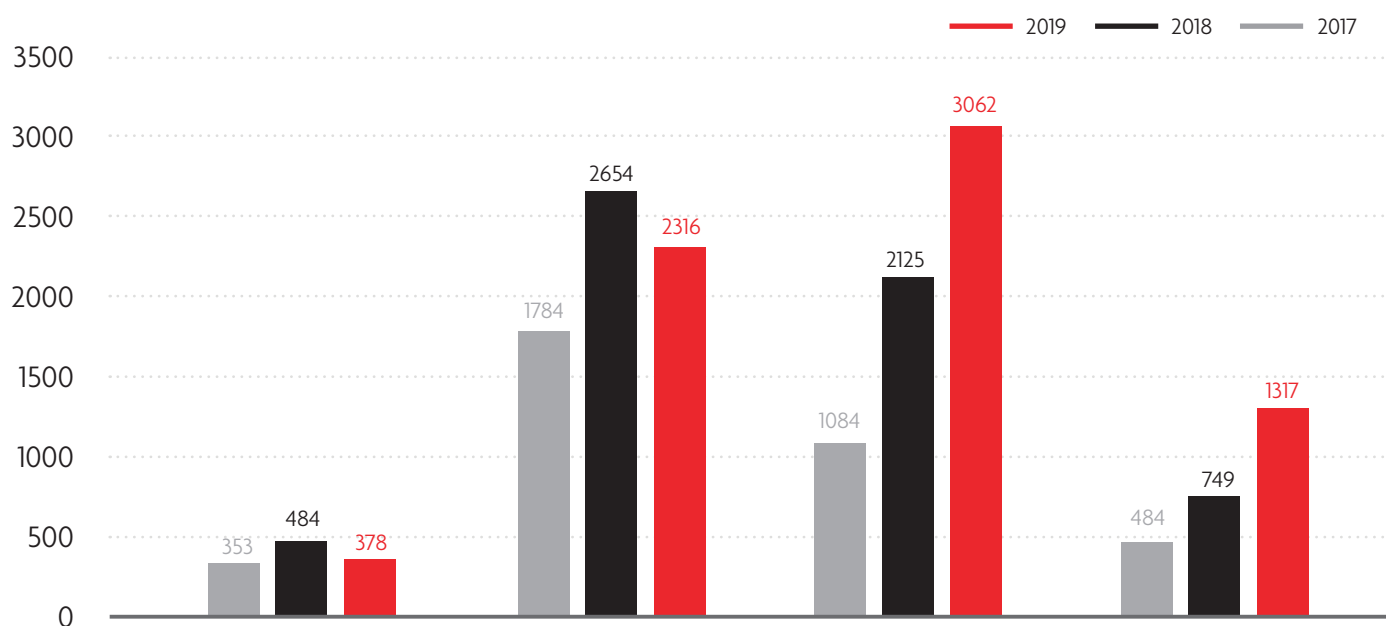
As a key tool in the fight against exploitation and modern slavery, the Helpline receives reports relating to a wide range of enquiries and situations that are not directly relevant to a modern slavery situation. In such circumstances, the Helpline will assess the information they receive and determine the course of action based on whether any indicators of modern slavery are present. Where an alternative crime or issue is reported the Helpline will use the information to signpost the caller, and refer or report to other agencies and organisations as required.

Although the number of PVs indicated through calls and contacts to the Helpline has decreased, the number of modern slavery cases has

remained constant. Across 2019, the number of modern slavery cases has fluctuated significantly with large increases in April, November and December but significant dips in January, June and August.

The chart below shows the number of contacts by type for 2017, 2018 and 2019. The chart shows that there is a continuing increase in the number of calls received relating to non-modern slavery issues and a slight decrease in the number of those related to modern slavery. Non-modern slavery calls and cases relate to issues such as labour abuse (which is on the spectrum of forced labour and labour exploitation), domestic abuse, child neglect and other related crimes.

Chart 4: Comparison of total number of contacts by type 2017-2019

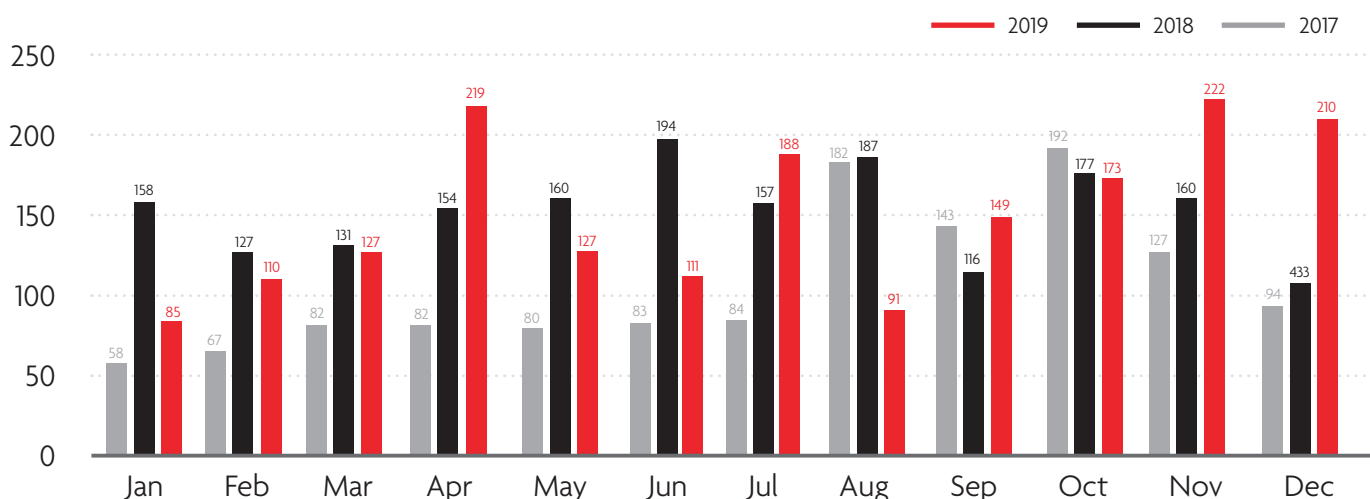


The chart below shows the number of modern slavery cases raised by the Helpline, per month for the last three full years of operation, 2017-2019. This shows the fluctuation of cases throughout the year, related often to external factors beyond the control of the Helpline. The Helpline therefore needs to flex resource to ensure a strong response across the year, regardless of unexpected peaks and dips in activity.

61%
of calls from
members of the public



Chart 5: Number of modern slavery cases by month 2017-2019



In each year since 2017, the most prevalent type of contact recorded on cases is from a member of the public with 869, 1,275 and 1,253 contacts recorded respectively. The table below shows the number and type of points of contact who have contacted the Helpline in the last three calendar years 2017 - 2019. The most notable increases are from employees (30%), officials (26%) and law enforcement officials (14%)

The four UK country tables below show a comparison of the different types of exploitation reported to the Helpline across the last three years, 2017 – 2019. Although there has been a decrease in the percentage of cases being recorded across the exploitation types there are still some notable increases. Compared to 2018, the Helpline saw the number of sexual exploitation cases in 2019 decrease across three of the four UK countries, with the exception of Scotland where there was a 13% increase (although the numbers continue to remain relatively low). Criminal exploitation, in all four countries either increased significantly or remained the same, the greatest increases being in England (58%) and Scotland (167%).

Table 1: Comparison of number and type of contacts 2017-2019

Type of Contact	2017	2018	2019	% increase 2018-2019
Employee	27	20	26	30%
Formal/official	-	72	91	26%
NHS professional	75	98	63	-36%
NGO officer	102	131	118	-10%
Law Enforcement	103	138	158	14%
LA officer	106	127	141	11%
Survivor	138	231	200	-14%
Public	869	1275	1253	-2%
Total	1420	2092	2050	

Table 2: Comparison of yearly exploitation types broken down by UK country

Type	England				Scotland				Wales				Northern Ireland			
	% inc/dec				% inc/dec				% inc/dec				% inc/dec			
	2017	2018	2019	2018-2019	2017	2018	2019	2018-2019	2017	2018	2019	2018-2019	2017	2018	2019	2018-2019
Sexual	119	184	177	-4%	11	8	9	13%	2	12	2	-83%	2	3	0	-100%
Labour	613	862	782	-9%	39	43	29	-33%	28	43	36	-16%	11	7	11	57%
Domestic	115	141	89	-36%	3	3	0	-1%	2	1	3	2%	0	2	0	-1%
Criminal	44	98	155	58%	3	3	8	167%	1	1	1	0%	0	2	2	0%

In 2019, the Helpline dealt with potential victims reported to be from 85 different nationalities. This is a 10% decrease on the number of different nationalities indicated in cases from 2018 (94). Additionally, the Helpline has seen a number of different nationalities appearing in the top 20 nationalities recorded by the Helpline in 2019 that were not present in 2018 figures, namely Slovakia, Ghana, Afghanistan and Eritrea. Conversely, three of the top nationalities recorded in 2018 did not appear in the top 20 for 2019. These were Spain, Czech Republic and Malaysia. Table 3 provides a comparison of the nationalities and the number of PVs reported across each of the three years, 2017-2019.

Table 3 shows some consistency in the top ten nationalities recorded for PVs indicated by the Helpline. Romania continues to be the top nationality with Vietnamese as second, for the second year in a row. Along with Romania and England is the only other nationality reported in the top five nationalities for all three years of Helpline operations, 2017-2019.

Table 3: Comparison of top ten PV nationalities 2017-2019 by report

2017		2018		2019	
Romania	756	Romania	1231	Romania	635
Poland	233	Vietnam	293	Vietnam	199
England	212	England	164	Albania	138
Thailand	211	Poland	154	China	134
Bulgaria	98	Bulgaria	143	England	90
India	95	Pakistan	113	Poland	71
Vietnam	84	China	112	Bulgaria	51
Albania	80	Albania	93	India	42
Hungary	75	India	87	Thailand	38
China	74	Philippines	77	Nigeria	28

“Modern Slavery continues to provide a significant challenge for society. It is a serious crime involving organised gangs who impinge on the freedom of individuals in our communities. Our response to this abhorrent crime is crucial and the Helpline plays a fundamental role in our collective efforts. Providing independent and confidential advice to victims who may not otherwise reach out for help, is so important; it can be the action that unlocks or starts an investigation. I am cognisant of the expert knowledge provided by the Helpline to law enforcement agencies and partners which not only helps victims get the support they need but also provides vital information to the police, helping to bring the perpetrators to justice. Each Helpline Annual Assessment provides insight into the issue and helps influence the policing strategy to target resources where they are most needed.”

- Chief Constable Shaun Sawyer,
Devon and Cornwall Police,
National Policing Lead
for Modern Slavery and
organised immigration crime

Chapter 3 – 2019 summary of Helpline data

Contacts to the Helpline increased for the third year in a row with the Helpline receiving 7,073 calls 2,042 webforms and 121 App submissions from across the UK and internationally, in 2019. From those contacts, the Modern Slavery Helpline indicated a total of 4,739 victims from 85 different nationalities.

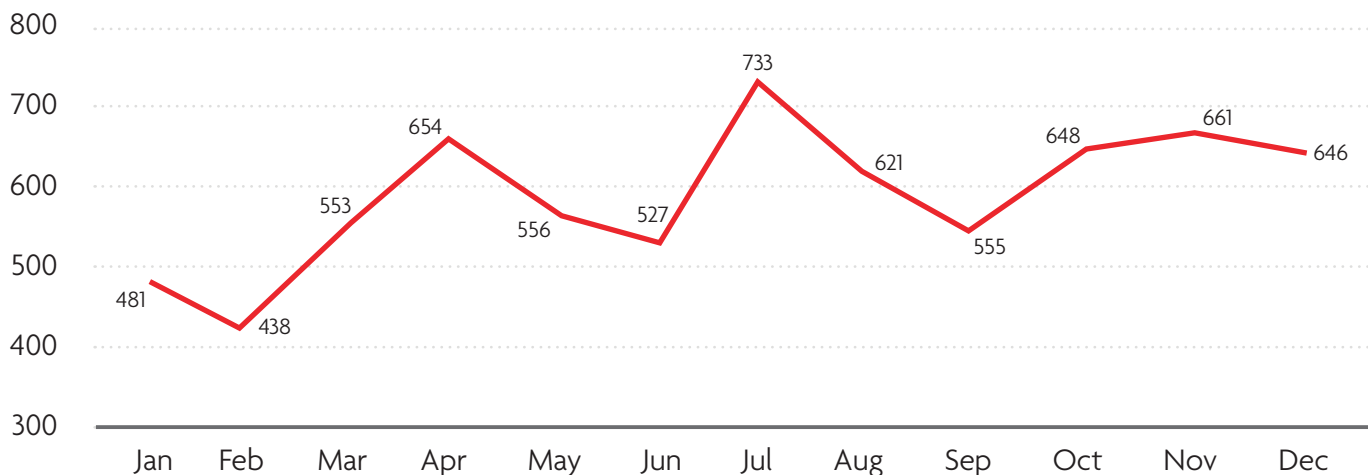


Throughout 2019, the Helpline received a total of 9,236 contacts (calls, webforms and App submissions) covering all police force areas across the UK. These contacts came, not only from the UK, but also from at least 38 other different countries. The continuing increase in contacts to the Helpline highlights the fact that the Helpline number is better known and is seen as a fundamental part of the UK's response to modern slavery.

During 2019, the Helpline saw two notable spikes in calls around

April and July, and also a slight but expected increase in October around Anti-Slavery Day. The reason for the spikes in April and July is unknown, however, busier periods often coincide with media reports of high-profile cases or prosecutions, or large national awareness-raising campaigns undertaken by the Government, policing or others in the modern slavery sector. During the past 12 months, there has also been a number of storylines in popular television and radio programmes which have helped to raise awareness further and highlight the complexity and diversity of the issue.

Chart 6: Number of calls by month for 2019



As with Helpline calls, webforms for 2019 also followed a similar pattern with spikes in April and July and a slight increase in October and November.

Chart 7: Number of webforms by month for 2019

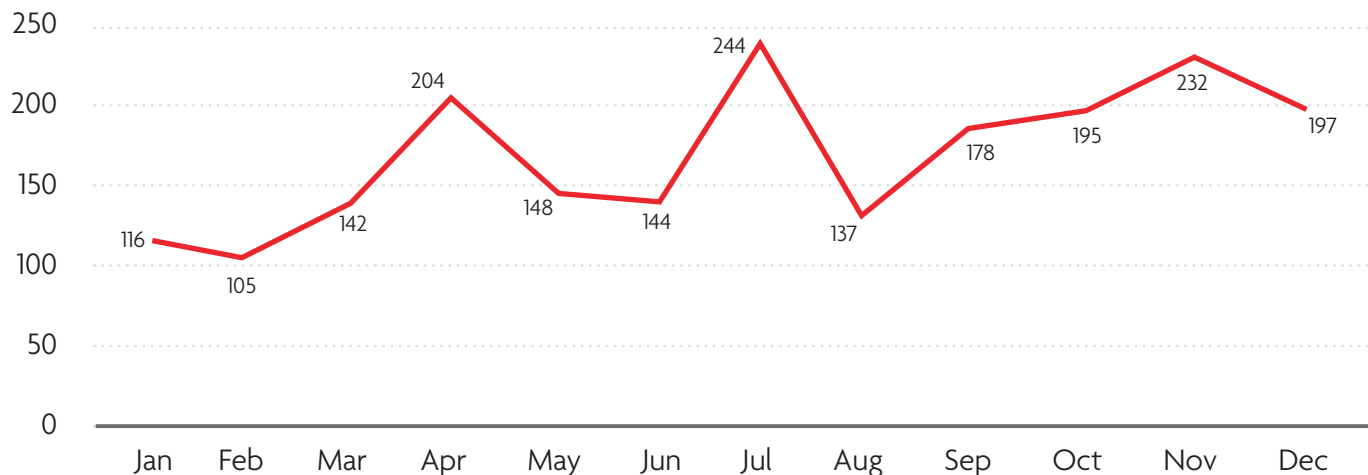
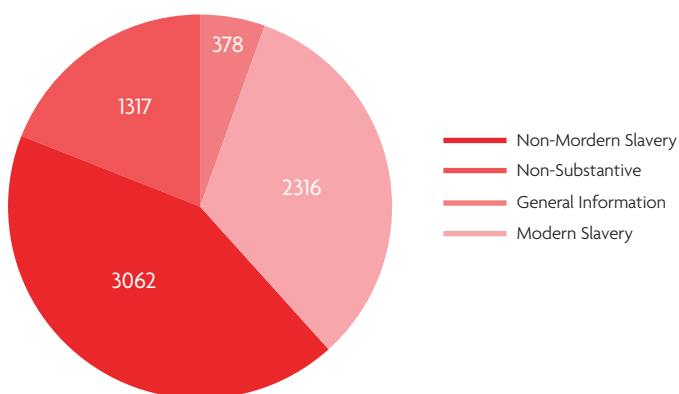


Chart 8: Total number and type of cases

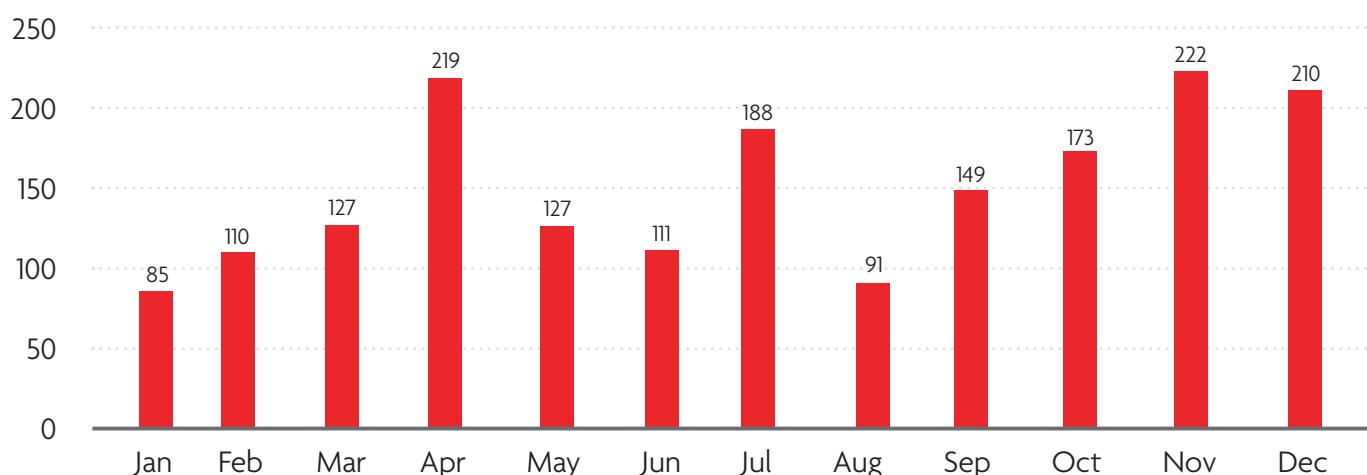


The largest proportion of calls received into the Helpline in 2019 were recorded as non-modern slavery. Many of these are related to other connected issues such as labour abuse (which does not meet the threshold for modern slavery), domestic abuse, and other crimes or safeguarding concerns. For these types of cases, the Helpline team will work with the caller to understand the issue, make any referral necessary to the police or to access support services and signpost to local organisations who may be better placed to support the caller.

Although the number of calls and contacts to the Helpline in 2019 has increased, there has been a decrease in the number of potential victims indicated. However, the number of modern slavery cases has stayed fairly static with 1,812 cases being recorded by the Helpline in 2019, compared to 1,849 in 2018. As with the fluctuation in the volume

of contacts made to the Helpline each month, there is also a fluctuation in the number of modern slavery cases. The number of contacts and cases recorded do not necessarily correlate as some cases receive multiple contacts (calls and webforms).

Chart 9: Number of modern slavery cases recorded in 2019



Given the diverse nature of modern slavery and the situations being reported to the Helpline, there continues to be no correlation between the number of contacts or cases recorded by the Helpline and the number of potential victims indicated. What has changed in 2019 is the average number of potential victims indicated per case of modern slavery, falling from 3.9 in 2018 to 2.6 in 2019. Many of the situations indicated to the Helpline involve situations where more than one potential victim is indicated. This is particularly true of labour exploitation and criminal exploitation cases. However, what has been established is that, in previous years one case indicating many potential victims can skew the overall figures and give an incorrect impression of the situations being reported. As has always been the case, the Helpline continues to record the most conservative estimate for the number of potential victims indicated by callers.

The type of modern slavery cases raised by the Helpline can be broken down further by UK country, which provides a useful overview of the volumes and different types of exploitation experienced in each of the four jurisdictions. The tables opposite and below provide

an overview of the cases and PVs indicated in each of the four UK countries by exploitation type.

Table 4: Total number and type of cases by UK country

Type	ENG	SCT	WAL	NIR
General info	284	13	10	5
Modern Slavery	1426	59	47	15
Non-Modern Slavery	2152	85	58	31
Non Sub	300	3	1	9
Total % (rounded)	4162 (92.5%)	160 (3.5%)	116 (2.5%)	60 (1.5%)

Table 5: Type of modern slavery case by UK Country

Type of Exploitation	England				Scotland				Wales				Northern Ireland			
	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs
Labour	783	55%	2925	73%	29	49%	71	47%	36	77%	142	92%	11	73%	57	92%
Sexual	178	12.5%	368	9%	9	15%	41	27%	2	4%	2	1%	0	0%	0	0%
Criminal	153	11%	267	7%	8	14%	13	9%	1	2%	3	2%	2	13%	3	4%
Domestic	89	6%	94	2%	0	0%	0	0%	3	6%	3	2%	0	0%	0	0%
Various	47	3%	83	2%	1	2%	5	3%	0	0%	0	0%	1	7%	1	2%
Unknown	176	12.5%	260	7%	12	20%	20	13%	5	11%	5	3%	1	7%	1	2%
TOTAL	1426	100%	3997	100%	59	100%	150	100%	47	100%	155	100%	15	100%	62	100%

Caller proximity

When a call or contact comes into the Helpline the Advisor will always try to establish the proximity of the caller to the situation they are reporting. This is important because it will often give a sense of how reliable or corroborated the information is. A person in a situation themselves or reporting a situation they have been involved in is very different to a member of the public reporting what they perceive to be a concerning situation that they have passed on their high street, for example. However, many of the calls into the Helpline that come from members of the public have resulted in police action and arrests, and they do form a vital aspect of the Helpline's work.

Where it is helpful to do so, and does not put the person reporting at risk of harm, the Helpline will include the proximity of the caller to the situation in any referral being made to law enforcement agencies, helping them to establish the facts and the relationships involved in any reported instance.

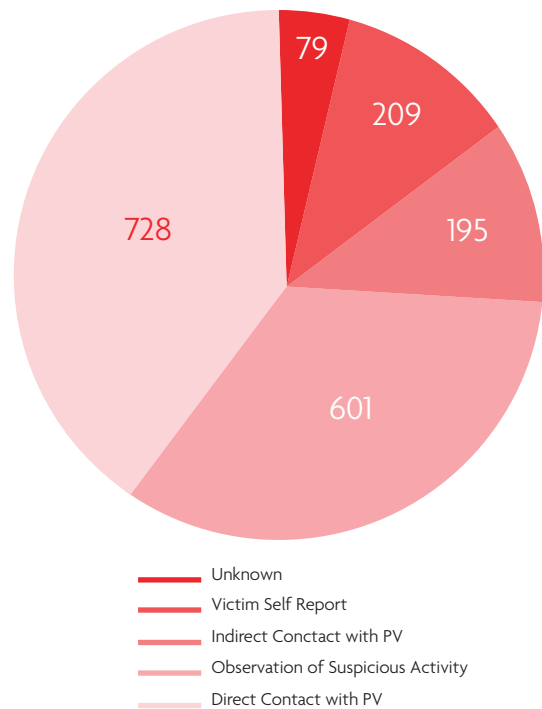
From the outset, the Helpline has seen a significantly high proportion of potential victims calling themselves coupled with a significant proportion of calls also coming from someone who is in direct contact with a potential victim. During 2019, the percentage of potential victims calling themselves increased from 10.7% in 2018 to 11.5% in 2019. This ensures that the best information is gleaned from the call as the information is first hand. The number of callers reporting situations where their proximity was recorded as indirect contact with the victim increased by 31% from 149 in 2018 to 195 in 2019. (Chart 10)

Translation calls

The complexity of modern slavery and how it impacts communities is evident when understanding the number of nationalities and languages the Helpline deals with and comes into contact with on a daily basis. The only way for a non-English speaking individual to raise the alarm when in a situation of exploitation is to explain their circumstances in their own language. That is why translation services are such a vital part of the service offered by the Helpline. The Helpline continues to utilise translation services provided through Clearwater, run by Migrant Help. In 2019, the Helpline utilised translators on 578 calls into the Helpline using 45 different languages.

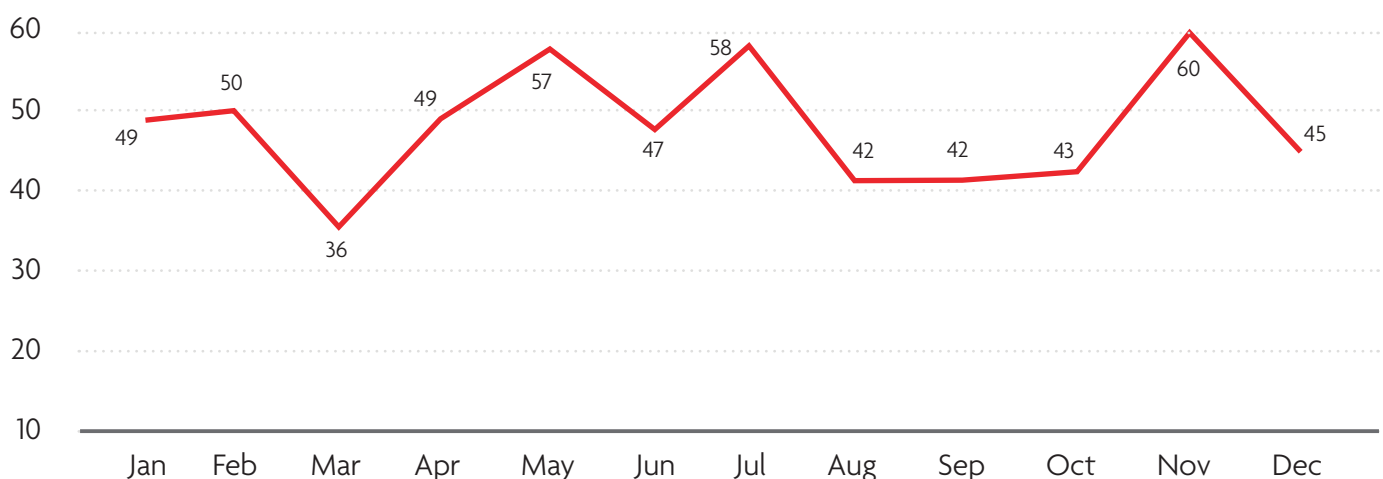
This continues to be a crucial element of the Helpline service as it offers a chance for those whose first language is not English to explain their circumstances and to seek independent and confidential help without fear of what might happen to them. (Chart 11)

Chart 10: Proximity of caller to situation in modern slavery cases 2019



19:11 minutes
average translation
call length

Chart 11 : Number of translation calls by month



A wide number of languages are used on Helpline calls where the callers' first language is not English. In 2019, the most prevalent language used on a translation call was Romanian with 117 calls (20%). Other prevalent languages included Chinese Mandarin with 78 calls (13%), Bulgarian 42 calls (7%) and Arabic 29 calls (5%). Table 8 provides a breakdown of the languages used on the 578 translation calls made in 2019.

Detention centre/prison cases

The Helpline continues to receive contacts from individuals in detention centres or prisons. This may be the potential victim themselves or someone acting on their behalf such as a solicitor or lawyer. These types of cases are often sensitive with wider immigration issues being a factor. Helpline Advisors are not trained to give immigration advice and will always signpost a caller to a relevant service if they need help related to their immigration status.

In total, the Helpline dealt with 25 cases where the individual was either detained (13), had been released (10) or the situation of the individual was recorded as unknown (2).

“Here at Clear Voice we know that language can be one of the greatest barriers for victims of modern slavery, which is why our work with the Helpline is so important. The Helpline Advisors are a key connection to those who are desperately in need of help, and the advice and knowledge they provide to potential victims through our interpreters can be that vital link to freedom. The 2019 Annual Assessment truly highlights the complexity of the issue with such a wide variety of nationalities looking to access support. Clear Voice is proud to be partners of the Helpline and we are so pleased that we can play our part in assisting in the excellent work of Unseen.”

- Anna Ware
Director of Strategy and Engagement
Clear Voice, Migrant Help

Table 6: Languages used on Helpline translation calls

Language	# of calls
Romanian	117
Chinese Mandarin	78
Bulgarian	42
Arabic	29
Polish	28
Albania	24
Amharic	22
Bengali	20
Spanish	19
Oromo	18
Urdu	15
Russian	10
Lithuanian	10
Tigrinya	8
Slovak	8
Sylheti	7
Vietnamese	7
Punjabi	7
French	7
Kurdish Sorani	7
Thai	7
Portuguese	6
Twi	6
Gujarati	6
Chinese Cantonese	4
Farsi	4
Italian	4
Japanese	4
Turkish	3
Tigre	3
Yoruba	3
Hungarian	3
Lingala	3
Latvian	3
Pashto	3
Somali	2
Nepalese	2
Czech	2
Hindi	2
Indonesian	2
Tagalog	2
Akan	1
Swahili	1
Swedish	1
Tamil	1



CASE STUDY

The Helpline received a report that Susan*, a young woman, was about to be trafficked by her family members for sexual exploitation. She had previously been sexually abused as a child by her grandmother and aunt before she was taken into care. As an adult, she had recently moved back to be with her mother but discovered that her grandmother and aunt also lived at the same property.

Susan's family began to threaten her to work as a prostitute to provide money for the family. She had been told that they would move her away to prevent her from escaping. The caller told the Helpline that several children resided at the house and were at risk of future exploitation by the family.

Susan wanted to be extracted from the situation and so the Helpline contacted the police and facilitated her removal from the property. She was successfully taken to Government-funded accommodation and her family were arrested on suspicion of modern slavery crimes.

**Name has been changed to protect identity.*

Chapter 4 – Victim demographics

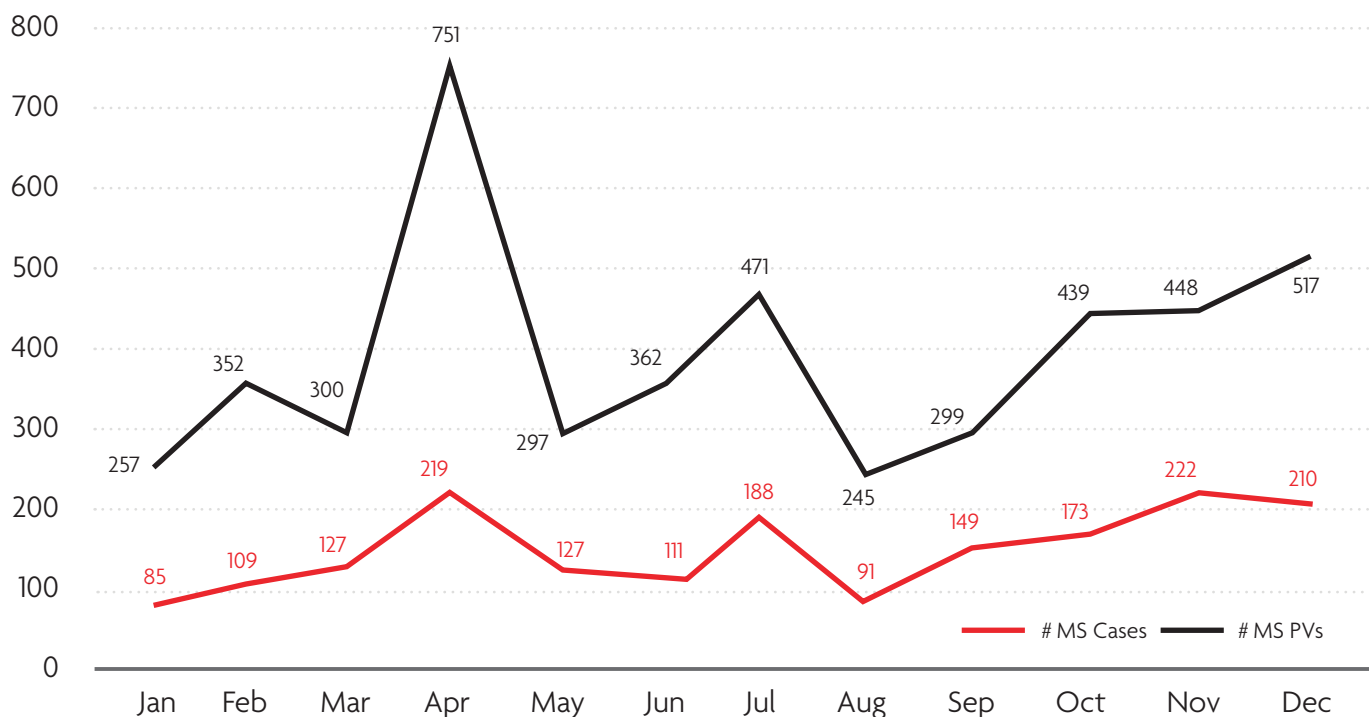
The Helpline continues to receive information indicating potential victims from a wide range of backgrounds, nationalities and ethnicities. In 2019, the Helpline indicated a total of 4,739 potential victims from 85 different nationalities through contacts made in 2019 relating to reported instances of modern slavery.



The average number of potential victims per case differs by month depending on the type of cases reported and the information provided by the caller or contact. In 2019, the average number of

potential victims reported varied from 2 victims per case in Sept to 3.42 victims per case in April. Overall, the average number of victims per case for 2019 was 2.6.

Chart 12: Number of cases and potential victims indicated per month during 2019



In relation to the gender of potential victims indicated by the Helpline, there were significantly more male (2,290) potential victims indicated than female (1,393). This is a continuation of what was seen in 2018 and highlights the fact that, with increased reporting of labour exploitation situations, there is also an increase and change in the demographic of potential victims.

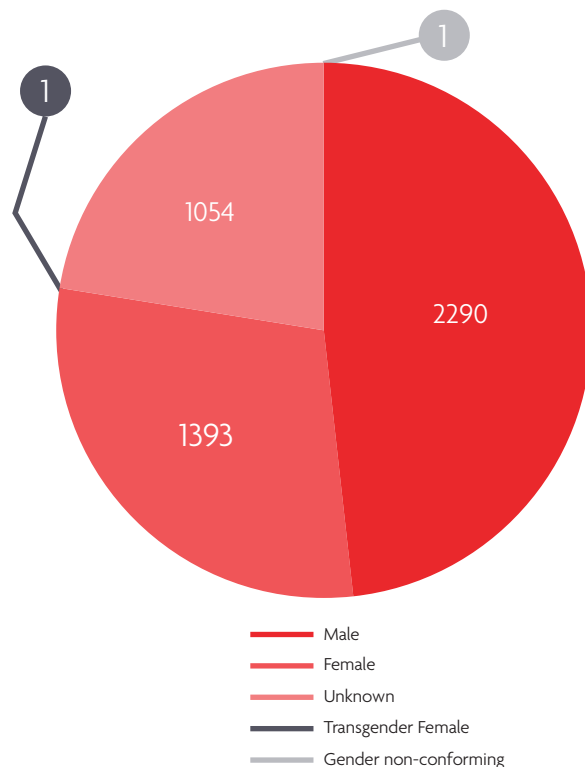
Historically, human trafficking and modern slavery have often been seen as issues predominantly affecting women in sexual exploitation and so the UK's response in recent years had been slow and limited in understanding and addressing forced labour scenarios. Although sexual exploitation may still be the most prominent exploitation type globally, the continued increase in reporting of forced labour involving men, through the Helpline, is notable. The media attention on high-profile cases such as those involving food production, car washes and nail bars may likely be the cause of this shift over the past two years.

Approximately 48% of potential victims indicated in 2019 were male, 29% were female, 22% were unknown, with 0.4% reported as transgender or gender non-conforming. The Helpline continues to seek further engagement with the LGBTQ+ community, recognising that many who identify as LGBTQ+ are particularly vulnerable to exploitation.

Breakdown of adult/minors

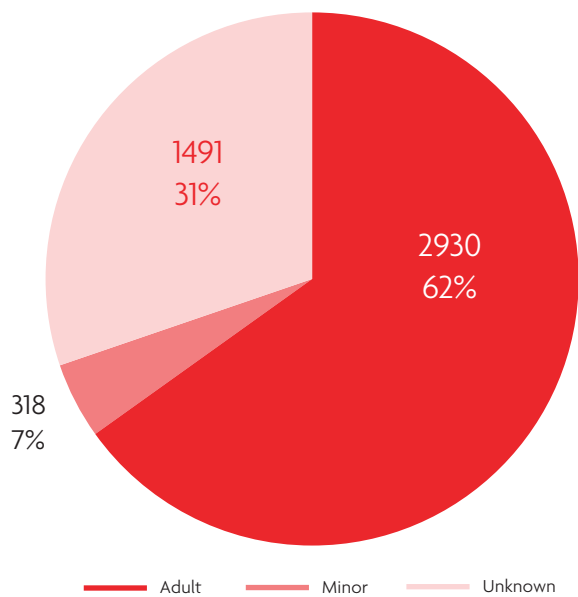
As expected, the majority of potential victims indicated through contacts to the Helpline in 2019 were recorded as adult. The Helpline continues to record a high percentage of unknowns due to the lack of clarifying information provided to the Helpline by callers. Where

Chart 13: Breakdown of potential victims indicated by gender



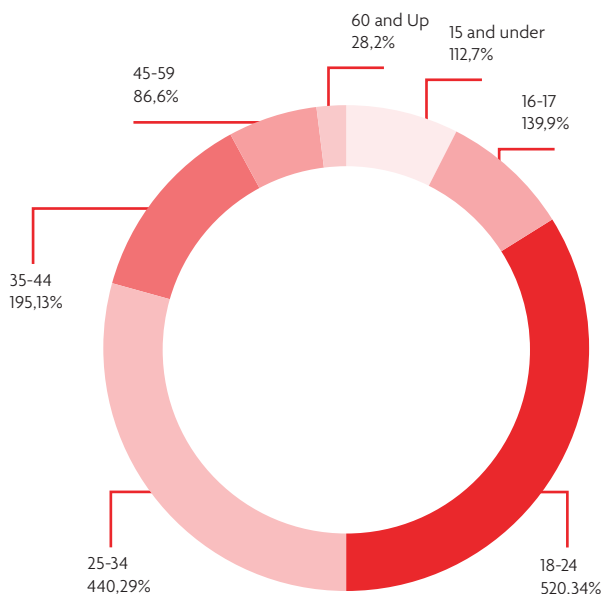
information is reported by a member of the public or someone who does not know the potential victim personally, their exact age identifying them as an adult or minor, may not be known. In such situations the Helpline will not assume information, instead annotating the adult/minor status as unknown.

Chart 14: Breakdown of adult/minor potential victims indicated



The Helpline continues to deal with potential victims from a wide range of nationalities, ethnicities and backgrounds. The number of different nationalities of potential victims indicated in 2019 was 85. This is 9 fewer than in 2018, but still indicates the complexity and diversity of the individuals reported to the Helpline who are thought to be in exploitative situations.

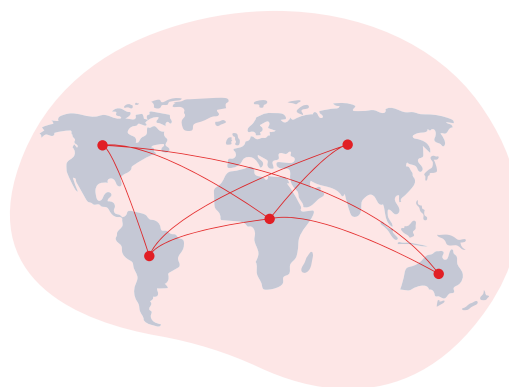
Chart: 15 Breakdown of potential victims by age range



The top 20 most common nationalities reported to the Helpline in 2019 are set out in the table below.

Table 7: Top 20 most common nationalities

Nationality	Number	Percentage
Romania	635	13.4%
Vietnam	199	4.2%
Albania	138	2.9%
China	134	2.8%
England	93	2.0%
Poland	71	1.5%
Bulgaria	51	1.1%
India	42	0.9%
Thailand	38	0.8%
Nigeria	28	0.6%
Lithuania	27	0.6%
Zimbabwe	24	0.5%
Pakistan	24	0.5%
Slovakia	23	0.5%
Turkey	21	0.4%
Philippines	19	0.4%
Bangladesh	18	0.4%
Ghana	15	0.3%
Iran	14	0.3%
Afghanistan	13	0.3%



Romania
Most prevalent
nationality indicated

Knowing more about those who offend is critical in developing prevention strategies to protect vulnerable people. The Helpline seeks to provide law enforcement agencies with information related to exploiters in order to support this and, in 2019, received information indicating 1,835 potential exploiters.

Chapter 5 – Potential exploiters



As with the diversity seen in potential victims indicated through the Helpline, there is also a diversity of nationalities and circumstances of potential exploiters (PEs). Given the nature of the type of calls the Helpline receives, many coming from members of the public who are not close to a situation, obtaining information about potential exploiters involved in situations is difficult. Even potential victims directly involved in ongoing situations don't often know the details of their exploiter, many referring only to nick-names or aliases. However, the Helpline records as much information as possible, including the appearance of a potential exploiter, the vehicles they drive or their habits to inform law enforcement agencies. The Helpline maintains consistency in its recording of information so that where a report indicates a region such as Asia or Eastern European as a nationality for a potential exploiter, the Helpline will record unknown.

It is also the case that in a large proportion of reports, the age of the

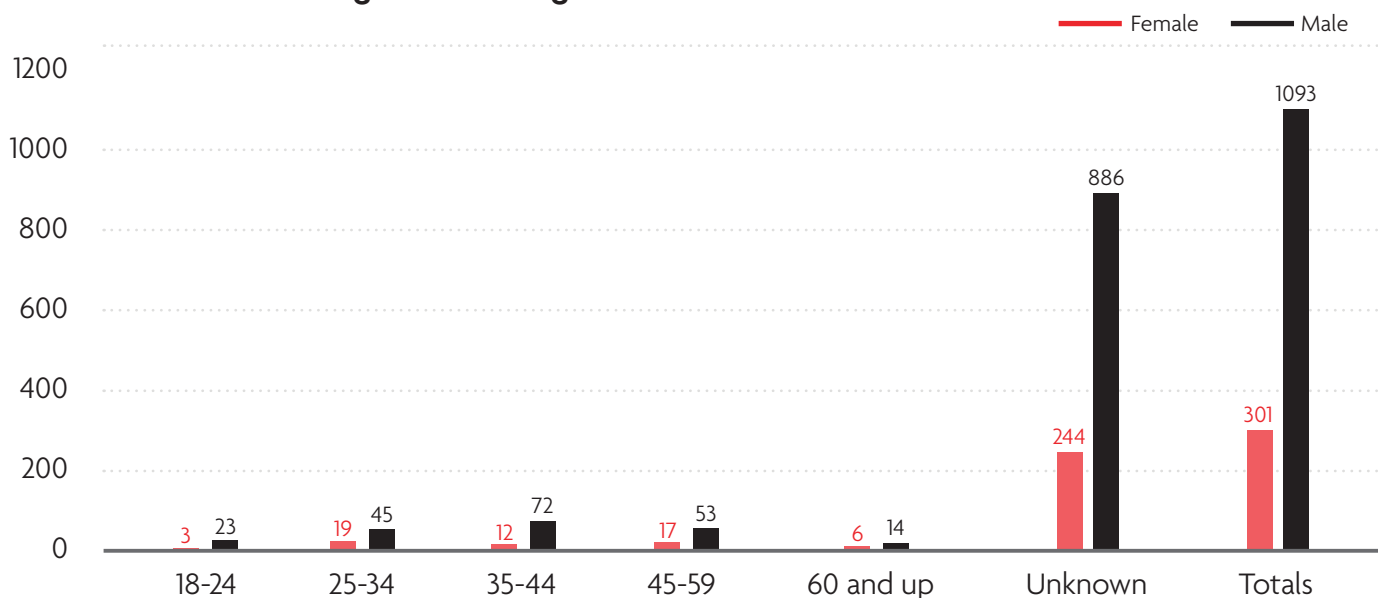
54

different nationalities of potential exploiters reported

potential exploiter is unknown. Information pertaining to the age of a potential exploiter has been recorded in 14% of individual potential exploiters reported. This is in relation to 265 potential exploiters out of a total of 1,835 recorded. Of the 265, 207 were recorded as male, 57 as female and one unknown gender. The majority of potential exploiters were in the 35-44 age category.

The chart below shows the total number of potential exploiters.

Chart 16: Breakdown of gender and age of PEs indicated



The table below sets out the number of potential exploiters recorded against the number of cases by exploitation type, including the highest number of potential exploiters reported in one case.

Table 8: Number of PEs recorded against the number of cases by exploitation type

Type of Exploitation	# of cases	# of PEs	% of Cases	Highest # of PEs reported on one case
Labour	886	964	53%	10
Sexual	219	302	16%	13
Domestic	177	315	10%	6
Criminal	179	197	11%	11
Various	60	81	4%	4
Unknown	364	116	6%	3
Totals	1812	1835	100%	



Six potential exploiters were reported to be female and aged 60 or over

13

the highest number of PEs recorded on one reported case, for sexual exploitation

The two tables below set out the potential exploiter nationalities recorded by the Helpline in 2019 by UK country. The Helpline has reported over fifty different nationalities of potential exploiters during 2019 which is around ten nationalities less than in 2018 but still shows the diversity and complexity of the individuals and situations involved.

Table 9: Reported nationality of PEs in all MS situations reported - England

England

Country	#	Country	#	Country	#	Country	#	Country	#	Total	1564*
Romania	99	Thailand	8	Qatar	3	Greece	2	Eritrea	1	*This number is higher than PEs indicated as there are PEs with more than one nationality/dual nationality recorded.	
England	61	Ireland	8	Iraq	3	Turkey	4	Czech Republic	1		
China	54	Bangladesh	8	Hungary	3	Uganda	1	Cyprus	1		
Albania	46	Jamaica	7	Ghana	3	Somalia	1	Cote d'Ivoire	1		
Vietnam	45	Italy	7	Russia	3	Singapore	1	Armenia	1		
Pakistan	30	Northern Ireland	6	Netherlands	3	Portugal	1	Other	1		
India	29	Lithuania	6	Scotland	2	Morocco	1	Unknown	1042		
Poland	16	Iran	5	Latvia	2	Mauritius	1				
Slovakia	13	UAE	4	Kenya	2	Malaysia	1				
Saudi Arabia	13	Turkey	4	Brazil	2	Lebanon	1				
Nigeria	12	Afghanistan	4	Angola	2	Germany	1				

Table 10: Reported nationality of PEs for Scotland/Wales/Northern Ireland

Scotland		Wales		Northern Ireland	
Country	#	Country	#	Country	#
Vietnam	2	Vietnam	2	Albania	2
Bangladesh	2	South Korea	2	Nigeria	1
Scotland	1	England	1		
India	1	China			
China	1				
Afghanistan	1				
Unknown	45	Unknown	35	Unknown	18
Total	53		42		21

Recruitment tactics

A number of recruitment tactics are used to coerce, force and deceive individuals into modern slavery. The most prevalent recruitment tactic reported by contacts to the Helpline continues to be a job advert offering some form of work. This tactic has been reported by 86% of potential victims where a recruitment tactic is recorded on the Helpline case. Job adverts continue to be placed on-line primarily, but with adverts also being run in local newspapers or on notice boards. Table 11 provides the most prevalent recruitment tactics indicated to the Helpline by exploitation type.

Relationship of potential exploiter to potential victim

Where the relationship of a potential exploiter and potential victim is indicated, the highest proportion relate to the potential exploiter being the employer (reported by 55% of potential victims). This is 4% higher than reported in 2018. In many of the situations indicated by

the Helpline, the relationship is either not known, because the call came from someone not in direct contact with the potential victim or the caller is in a situation where it is not appropriate for them to be asked or to report. (Table 12)

Table 11: Breakdown and prevalence of recruitment tactics deployed

Recruitment tactic	# of instances reported
Job offer/advertisement	238
False promise or statements	221
Coercion	100
Familial	67
Posing as Benefactor	60
Intimate partner/marriage proposition	45
Befriending	29
Offering to be a father figure	28
Abduction/kidnapping	27
Smuggling/ransom	7
Forced drug use/alcohol dependency	7
Cuckooing	4
Sexual grooming	4
Offer of accommodation	4
Recruitment of child soldier	2
Unknown/other	4014

Table 12: Reported relationship of PE to PV

PV Relationship	# of PVs	% of PVs
Employer	2614	55%
Not specified	1048	22%
Recruiter	166	4%
No clear relationship	759	16%
Other	51	1%
Familial	70	1%
Intimate partner	64	1%
Foster parent	4	0%

Total	4776	100%
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Methods of control

A range of methods of control have been reported by contacts on cases deemed to be modern slavery by the Helpline. A number of different methods of control may be reported by one potential victim or in one case, hence the number of types of methods of control will not directly correlate with the total number of potential victims indicated.

Table 13: Breakdown of methods of control used in situations reported

Method of control	# of PVs	% of PVs
Monitoring	1631	37%
Financial control	1161	27%
Tied accommodation	828	19%
Emotional abuse/verbal	705	16%
Isolation	678	15%
Confinement/restricted movement	498	11%
Physical abuse	462	11%
Threat-other	352	8%
Withheld/destroyed documents	328	7%
Sexual abuse	268	6%
Threat to harm subject, family	267	6%
Cultural/Familial/Religious pressure	49	1%
Induced substance abuse	45	1%
Threat to report to police/ immigration	34	1%
Threat to abandon subject/make homeless	23	1%
Threat to expose or shame subject	8	0%

Total	8390*
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*number is higher than total number of PVs as multiple methods of control are often indicated by one PV.

Reports of sexual exploitation to the Modern Slavery Helpline have continued to decrease with only 12% of cases raised by the Helpline relating to sexual exploitation. This is different to the percentage of active modern slavery cases being investigated by the police.



Chapter 6 – Sexual exploitation

The Helpline continues to see a decrease in the number of sexual exploitation cases being reported across the UK.

When determining cases of sexual exploitation the Helpline will classify the information received based on the following categories to align with the Modern Slavery Act.

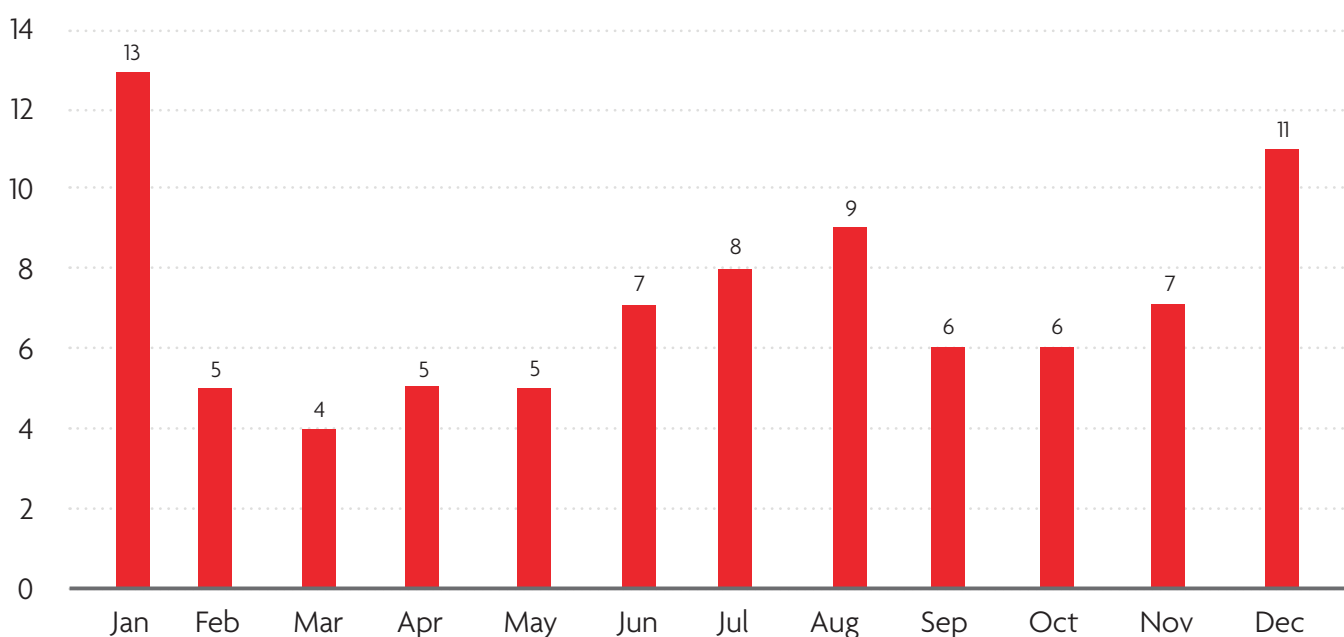
- HT Sex - Commercial sex;
- Slavery/servitude - sexual slavery;
- Forced Labour- Forced Prostitution.

However, of those 219 cases, the Helpline has dealt with 86 cases involving concerns of potential sexual exploitation online through adult services websites.

Table 14: Number of sexual exploitation cases and PVs

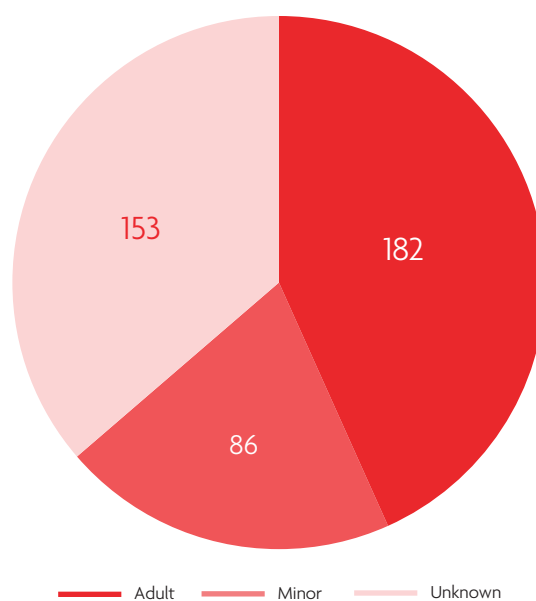
Type of sexual exploitation	# of cases	% of sex exploitation cases	# of PVs
HT Sex - commercial	133	61%	272
Sex Slavery/Servitude	17	8%	24
Forced prostitution	69	32%	125
Totals	219	100%	421

Chart 17: Number of modern slavery cases recorded in 2019



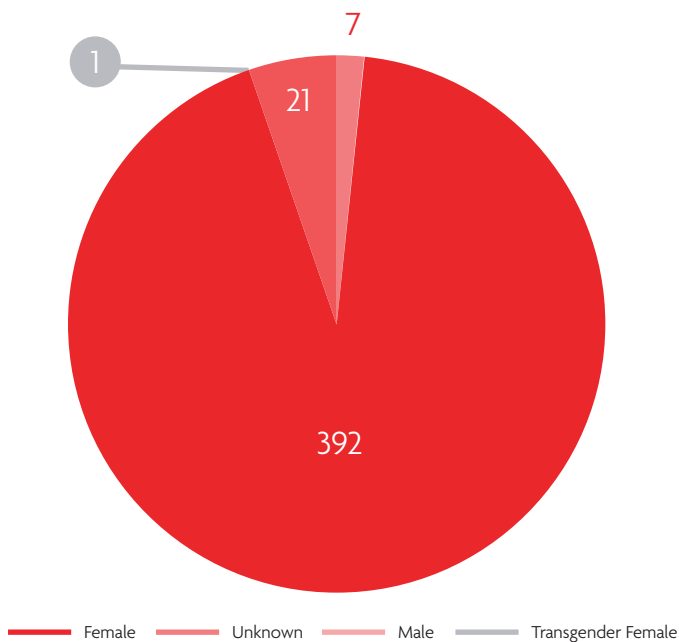
Although the greatest number of potential victims indicated in situations of sexual exploitation reported to the Helpline continue to be adults (44%), there has been an increase in those indicated as minors (20%). In 36% of cases the age status of the potential victim indicated is unknown. However, if there are concerns that someone may be a minor but the caller or contact is unsure, the Helpline will take all necessary safeguarding measures to ensure there is no harm to the individual being indicated in a situation of sexual exploitation. (Chart 18)

Chart 18: Breakdown of age status



Females remain the overwhelming majority of potential victims indicated in situations of sexual exploitation, with 93% of those indicated. The chart below shows the breakdown of gender for all potential victims indicated in situations of sexual exploitation. The number of unknown genders is likely to be as a result of a complex situation or situations where there are male and female potential victims being indicated but the contact is not clear on how many. (Chart 19)

Chart 19: Breakdown of gender of potential victims in sexual exploitation



22%
of potential victims indicated in sexual exploitation are Romanian nationals

In 2019, no sexual exploitation cases were indicated to the Helpline in Northern Ireland. However, sexual exploitation cases were indicated in Wales and Scotland, with the most prevalent 'type' recorded as human trafficking for sexual exploitation. The table below shows the breakdown for each of the UK countries.

Table 15: Breakdown of sex exploitation cases by UK country

Type of sex exploitation	England		Scotland		Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs
HT Sex	104	232	4	35	0	0	0	0
Slavery	15	22	1	1	0	0	0	0
Forced Labour	58	112	4	5	2	2	0	0
Total	177	366	9	41	2	2	0	0

Table 16 shows the top eleven nationalities of potential victims indicated to the Helpline in sexual exploitation where the nationality is known. As with other statistics there are a 169 potential victims where the nationality is unknown often because of the proximity of the caller to the situation or the lack of specificity of the caller.

Table 16: Top nationalities of PVs in sexual exploitation

Nationality	# of PVs	% of PVs
Romania	155	22%
China	41	16%
England	38	15%
Albania	25	10%
Thailand	18	7%
Poland	9	4%
Hungary	7	3%
Ukraine	6	2%
Brazil	6	2%
Vietnam	4	2%
Nigeria	4	2%

more than
39
different nationalities indicated for potential victims of sexual exploitation

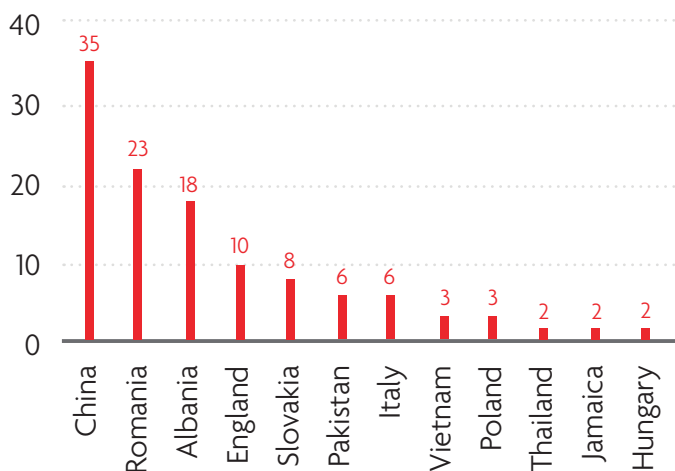
Potential victims indicated in sexual exploitation situations have also been reported from the following countries: 3 PVs each from Slovakia and Cyprus; and 2 each from Spain, South Korea, Philippines, Pakistan, Mauritius, Japan and Jamaica. There was also at least one PV indicated from at least a further 19 different countries.

Table 17: Nationality of PEs indicated in sexual exploitation situations

Nationality	# of PEs
China	35
Romania	23
Albania	18
England	10
Slovakia	8
Pakistan	6
Italy	6
Vietnam	3
Poland	3
Thailand	2
Jamaica	2
Hungary	2

The most prevalent nationality of potential exploiters who are indicated in cases of sexual exploitation (excluding potential exploiters where the nationality is unknown) is China with 35 (27%), Romania and Albania feature in the top three with 23 and 18 potential exploiters indicated respectively. At least 22 different nationalities have been recorded for potential exploiters who have been indicated in situations involving sexual exploitation.

Chart 20: Nationality of PEs involved in sexual exploitation



Based on the information provided by contacts and callers, the most prevalent location reported in cases of sexual exploitation was a private house with 37% of cases reporting this as a location of where exploitation was indicated to have taken place. In a number of sexual exploitation cases the contact reported that sexual exploitation is, or was taking place in more than one location. This highlights

the transient and flexible nature of exploitation and how potential victims can be moved from one location to another.

Table 18: Reported locations of sexual exploitation

Type of location	# of cases where location has been reported*	% of sex exploitation cases where location has been reported**	# of PVs reporting location*
Private house	81	37%	145
Undisclosed	68	31%	89
Brothel	52	24%	155
Multiple locations	9	4%	12
Website/Internet	9	4%	20
Hotel/Motel	7	3%	13
Street	7	3%	20
Other	2	1%	4
Pop up brothel	2	1%	4
Totals	219	-	464

*number of cases and PVs is higher than the total number of cases and PVs recorded as PVs may report more than one location of exploitation.
 **Total % will exceed 100% as this is the % of cases per location reported and not related to overall percentage of sexual exploitation cases.



CASE STUDY

In Spring 2019, an anonymous caller called Helpline to report concerns they had for a minor involved in a possible forced prostitution situation. This was following an appointment they had scheduled to meet her at her home address. The caller reported that the female Romanian sex worker looked young and terrified as she opened the door to him. The caller said they did not proceed with the appointment but instead left the property and called the Helpline for advice and guidance.

The Helpline took all the information about the situation and the minor involved and called the local police immediately, following up with an urgent email referral. Police acted quickly, conducting an investigation of the premises and removed the female minor from the situation and put her into a place of safety.

Chapter 7 – Labour exploitation

In 2019, the Helpline dealt with a total of 886 cases involving labour exploitation indicating 3,294 potential victims. Labour exploitation remains the most prevalent exploitation type recorded by the Helpline for the third year running.



Labour exploitation

Cases of labour exploitation are recorded by the Helpline in one of three ways and do not include cases deemed as labour abuse rather than labour exploitation:

- Human Trafficking Non-Sex, Labour
- Slavery/Servitude – labour slavery
- Forced Labour

In 2019, the Helpline recorded a total of 886 labour exploitation cases accounting for 49% of all modern slavery cases for the year and the highest type of exploitation recorded by the Helpline. For the second year running, labour exploitation cases report the highest average number of potential victims per case at 3.7. This is however, significantly lower than the 5.42 potential victims per case indicated in 2018 and may account for the drop in overall potential victims indicated by the Helpline in 2019.

886 Labour exploitation cases

Chart 21: Breakdown of gender in labour exploitation cases

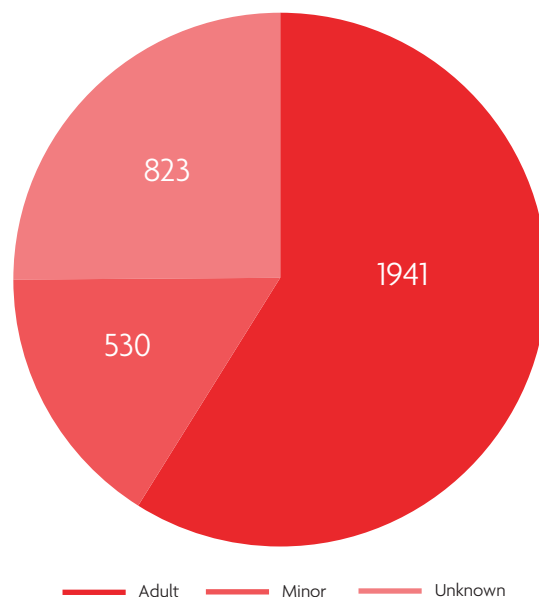


Table 19 : Labour exploitation cases and PVs indicated

Type of labour exploitation	# of cases	% of labour cases	# of PVs	% of labour PVs
HT Non Sex Labour	185	21%	670	20%
Labour slavery	6	1%	13	>1%
Forced Labour	695	78%	2611	79%
Total	886	100%	3294	100%

Gender of potential victims

The majority of potential victims indicated in situations of labour exploitation where the gender is known are men, with 1,941 (59%). Only 16% of potential victims indicated in forced labour are reported as being female with the gender unknown in a quarter of cases. This is likely to be as a result of the person reporting not knowing how many male or female potential victims are in a situation where there is more than one potential victim indicated. In these circumstances, the Helpline will not make assumptions about the genders of any additional potential victims and will record one male potential victim, one female potential victim and any remaining potential victims as unknown. (Chart 21)

In total, 858 labour exploitation cases were recorded in the UK countries. The largest proportion of labour exploitation cases recorded by the Helpline across the UK continues to be from England, with 91%, 3.3% in Scotland, 4.2% in Wales and 1.5% in Northern Ireland. This is to be expected, given the significantly higher population in England. (Table 20)

Table 20: Labour exploitation cases by UK country

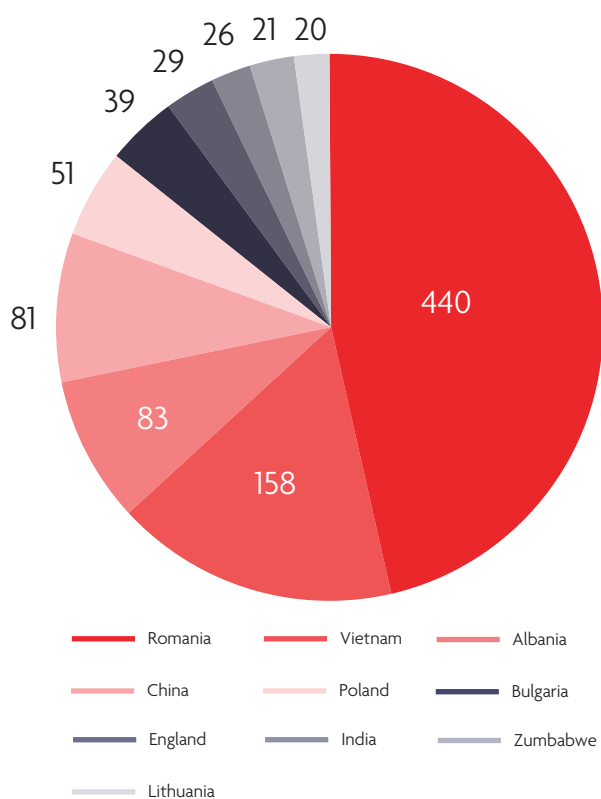
Sub Type of MS	England		Scotland	
	# MS cases	# of PVs	# MS cases	# of PVs
HT Non Sex	158	596	8	16
Labour Slavery	6	13	0	0
Forced Labour	618	2316	21	55
Total	782	2925	29	71

Sub Type of MS	Wales		Northern Ireland	
	# MS cases	# of PVs	# MS cases	# of PVs
HT Non Sex	8	19	3	10
Labour Slavery	0	0	0	0
Forced Labour	28	123	8	47
Total	36	142	11	57

Nationality of labour exploitation cases

As was the case in 2018, Romania remains the most prevalent nationality for reported labour exploitation cases through the Helpline with 440 potential victims (13.3%) Vietnam, Albania, China and Poland also feature prominently. England was recorded as the seventh most prevalent nationality for labour exploitation compared to fifth highest for all types of modern slavery cases. In 65% of cases the nationality of potential victims was recorded as unknown. Again, this is often because the caller will not be able to indicate accurately the potential victim's nationality, often citing Eastern European or Asian, and so the nationality will be recorded as unknown rather than making any assumptions.

Chart 22: Top ten most prevalent nationalities for labour exploitation



Sectors and industries

The Helpline continues to hear of labour exploitation occurring in diverse sectors and industries. In 2019, the Helpline received information relating to potential labour exploitation in more than 15 different sectors or industries.

Car washes and beauty/spas remain the most prevalent sectors reported to the Helpline, followed by construction. Interestingly, cases involving car washes report a greater number of potential victims per case with an average of 4.6 potential victims. (Table 21)

In addition to sectors, the Helpline takes information about the location or venue associated with labour exploitation. In labour exploitation cases, the venues and locations are diverse and demonstrate the breadth and complexity of labour cases and the potential signs to spot. (Table 22)

Table 21: Breakdown of labour exploitation by sector

Sector/Industry	# of cases	# of PVs
Car Wash	365	1679
Beauty/Spa	131	452
Construction	106	419
Hospitality*	80	202
Services (Other/Blank)****	34	66
Blank/Unknown	33	92
Agriculture/Farm	24	80
Various	21	76
Retail	18	65
Domestic Work/Au Pair/Nanny	17	27
Manufacturing**	13	45
Repairs/Maintenance	9	20
Other***	9	6
Care Sector	7	12
Transportation/Logistics	6	10
Entertainment	4	25
Maritime Industry/Boat/Shipping	3	8
Utilities	3	7
Recycling/Waste Management	2	1
Tech	1	2
Total	886	3294

*Hospitality includes restaurants, takeaways, catering companies, and Hotel/motels (there may be more than one location recorded for some cases)

**Manufacturing includes 2 clothing/accessories cases

***Other includes charity bag distribution and security (also clinical research, nursery, language school, law firm and ministry of defence)

****Services (other/blank) includes removal business

Potential exploiters indicated in labour exploitation

In 2019, there were a total of 964 potential exploiters indicated in situations of labour exploitation with 65% of those indicated as male, although no age status and/or gender is known in 22% of cases. The table below shows the age and gender of those potential exploiters indicated in labour exploitation situations, where reported by the contact. (Table 23)

When comparing the top ten nationalities of potential victims to potential exploiters there is some interesting consistency. For the second year running, Romania features top of both potential exploiters and potential victim nationalities indicated and the top five nationalities feature both across both potential exploiters and potential victims. Table 24 provides information on the top ten potential victims and potential exploiters nationalities related to labour exploitation.

Table 22: Location of exploitation

Location of exploitation	# of cases	# of PVs
Business	577	2392
Private House	60	122
Nail Bar	44	140
Other	44	102
Restaurant	32	90
Residential Facility	26	93
Farm	22	79
Park/Recreational facility	22	86
Street	20	73
Construction site	20	90
Shop	16	60
Take Away	15	30
Factory	13	23
Hotel/Motel	8	13
Other	5	28
Traveller/caravan site	2	7
Ship/Boat	1	3
Marina/Port	1	2

TOTAL	928	3422
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Table 23: Demographics of PEs indicated in labour exploitation

Age Status	# of PEs	Male	Female	Unknown
Adult	886	644	155	87
Unknown	275	92	18	165

TOTAL	1161	736	173	252
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Table 24: Top Ten PV and PE nationalities

#	Top Ten PV nationalities	Top ten PE nationalities
1	Romania	Romania
2	Vietnam	Vietnam
3	England	Albania
4	Albania	China
5	China	England
6	Pakistan	Poland
7	India	Bulgaria
8	Poland	India
9	Ireland	Thailand
10	Northern Ireland	Nigeria

Labour exploitation contacts

By far the largest proportion of contacts into the Helpline on labour exploitation cases are from community members, with potential victims making up 6% of contacts on labour exploitation cases.

Table 25: Number and type of Contacts on labour exploitation cases

Contact type	# of contacts	% of contacts
Community member	722	72%
Potential victim	44	6%
LA/Regional Govt	38	4%
Police	27	3%
NGO/Other*	26	3%
Medical professional	17	2%
Friend of PV	13	1%
Business	12	1%
Family member of PV	6	1%
Government	5	1%
Legal professional	5	1%
NGO Anti-Trafficking	5	1%
Other	4	>1%
Educator/School personnel	3	>1%
Faith-based organisation/rep	3	>1%
Family/friend of PV of other crime	3	>1%
Mental health professional	3	>1%
Family/friend of PE	2	>1%
Refugee	1	>1%
Foreign Government	1	>1%
PV of other crime	1	>1%
Unknown	55	6%

TOTAL	996	100%
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*includes domestic violence and general

Chapter 8 – Domestic servitude

Domestic servitude remains potentially the most hidden form of modern slavery.

In 2019, the Helpline raised 104 cases of domestic servitude indicating 144 potential victims.



Domestic servitude continues to feature as a primary exploitation type reported to the Helpline. As an extremely hidden and complex crime it is predominantly perpetrated against females and has the highest number of female potential exploiters (38%) compared to other modern slavery exploitation types.

In 2019, the Helpline recorded 104 cases of domestic slavery or servitude indicating 144 potential victims. The majority of these cases are indicating female potential victims at 88%, with 10% indicated as male and 1% unknown.

Interestingly, the Helpline did not raise any cases for two of the four UK countries, Scotland and Wales, in relation to domestic servitude. Of those potential victims indicated in domestic servitude, the Helpline recorded a total of 29 different nationalities.

144 potential victims of domestic servitude

Table 26: Domestic servitude cases for UK countries

Type of MS	England		Scotland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex - Domestic Slavery/ Servitude	31	32	0	0
Total	89	94	0	0

Type of MS	Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex - Domestic Slavery/ Servitude	0	0	0	0
Total	3	3	0	0

Nationality of PVs indicated in domestic servitude

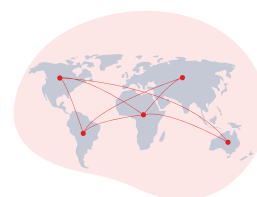
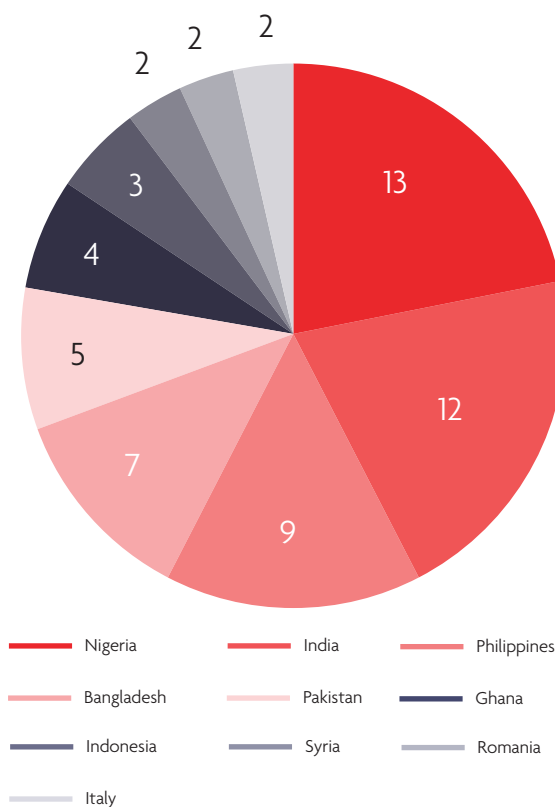
In 2019, the most prevalent nationality of potential victims indicated in domestic servitude situations was Nigeria. For the second year running, the nationalities prevalent in domestic servitude cases differ significantly from the overall nationalities recorded for all modern slavery cases. For example, Romania features as the most prevalent nationality for both sexual exploitation and labour exploitation but is joint eighth on the list of nationalities for domestic servitude, with only 2 potential victims indicated. The most prevalent nationalities are Nigeria (9%), India (8%), and the Philippines (6%). In total, 29

different nationalities of potential victims have been recorded by the Helpline on domestic servitude cases alone.

When analysing the nationalities of those involved in domestic servitude, there is less correlation between the nationalities of potential victims and those who are exploiting them, than with other exploitation types. The table below shows the top ten nationalities for both PVs of domestic servitude and those indicated as exploiting them.

A total of at least 18 different potential exploiter nationalities were indicated through the Helpline in 2019 in relation to domestic servitude. In 95 instances the nationality of a potential exploiter was recorded as unknown. This may be because the contact or caller cannot be certain about the potential exploiters nationality and therefore it will be recorded as unknown.

Chart 23: Top ten most prevalent nationalities for domestic servitude



45 different victim nationalities

CASE STUDY

Helena* was brought to the UK from South Asia by her exploiters, where she had her passport and jewellery taken from her. She was then “sold” to a family who forced her into a marriage, where she was regularly beaten.

A friend helped her escape but her exploiters found out and chased them in a car. The friend contacted the Helpline as the situation unfolded, who got in touch with the police, simultaneously directing Helena and her friend to the nearest police station, where she could be safeguarded and given help. Upon arrival the police supported Helena who was then taken to a safehouse to start her journey of recovery.

**Name has been changed to protect identity.*



Table 27: Top ten nationalities of PVs and PEs related to domestic servitude

#	Top Ten PV nationalities	Top ten PE nationalities	# of PEs
1	Nigeria	India	16
2	India	Saudi Arabia	12
3	Philippines	Nigeria	8
4	Bangladesh	England	7
5	Pakistan	Bangladesh	6
6	Ghana	Pakistan	4
7	Indonesia	Romania	3
8	Syria	Qatar	3
9	Romania	Poland	3
10	Italy	Jamaica	3

Potential exploiters involved in domestic servitude have a different demographic to exploiters involved in other forms of exploitation as a larger proportion are indicated to be female, at 38%. The adult/minor status in 24% of cases is unknown. The table below provides a breakdown of the adult/minor and male/female split of potential exploiters indicated in domestic servitude cases based on information provided to the Helpline.

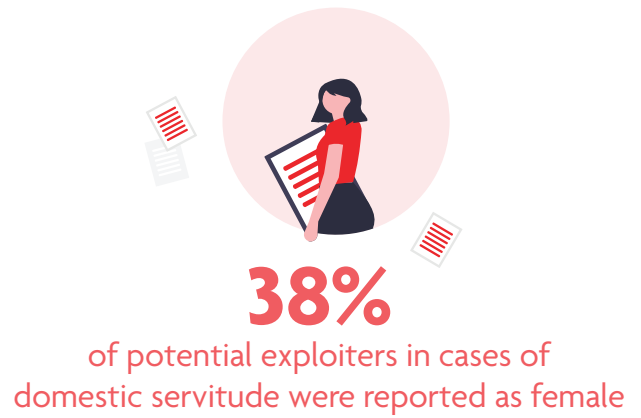
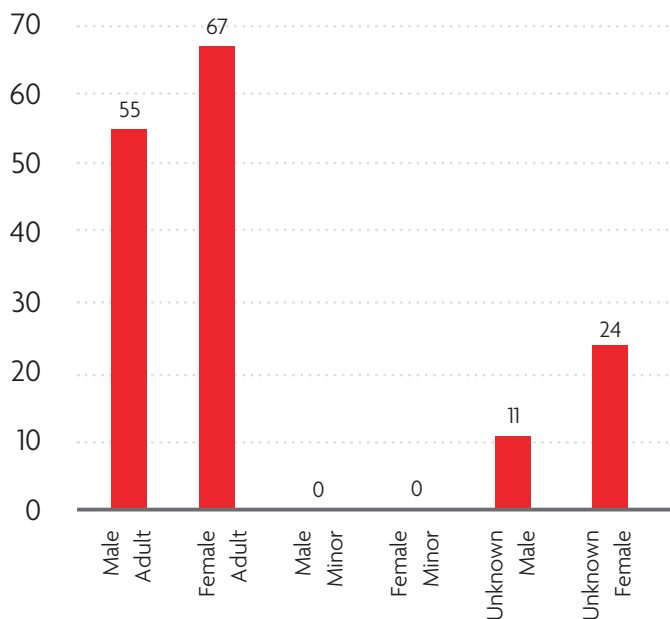


Table 28: Number and percentage breakdown of PEs indicated in domestic servitude cases

	Total # of PEs	% of PEs	# of male PEs	% of total PEs	% of total PEs	% of total PEs	# of unknown PEs	% of unknown PEs
Adult	133	76%	55	31.5%	38.5%	38.5%	11	6%
Minor	0	0%	0	0%	0%	0%	0	0%
Unknown	42	24%	11	6%	7%	7%	19	11%
Total	175	100%	66	37.5%	79	45.5%	30	17%

Chart 24: Breakdown of gender and age status of PEs indicated in domestic servitude cases



Criminal exploitation cases can be complex with the range of exploitation covering issues such as movement of drugs, begging and forced shoplifting. The Helpline continues to see a prevalence of criminal exploitation particularly in relation to drugs and begging.

Chapter 9 – Criminal exploitation



Criminal exploitation

Criminal exploitation is the exploitation type that can take many forms. The Helpline takes information about the range of different types including cannabis cultivation, forced shoplifting or begging and the movement of drugs (or county lines as it is commonly known). In 2019, the Helpline dealt with a total of 179 cases of criminal exploitation indicating 299 potential victims. Of those potential victims, 16% were minors. In 33 cases (18%) involving criminal exploitation the statutory defence was discussed.

This is significantly higher than any other case type with the statutory defence being recorded as discussed by the Helpline in a total of 44 modern slavery cases.



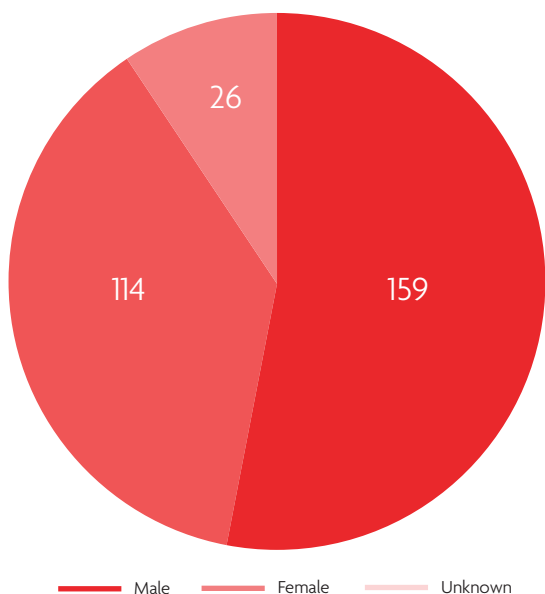
16%
minors indicated in criminal exploitation

Table 29: Criminal exploitation cases and PVs by UK country and total

Type of MS	England		Scotland		Wales		Northern Ireland		Total	
	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex	63	113	6	10	0	0	2	3	75	130
Forced labour	92	156	2	3	1	3	0	0	104	169
Total	155	269	8	13	1	3	2	3	179	299

The potential victim demographic for criminal exploitation highlights a number of interesting facts. For those criminal exploitation cases involving drugs, 83% of potential victims indicated were male and 30% of potential victims indicated in criminal exploitation for drugs cases were minors.

Chart 25: Breakdown of criminal exploitation by gender



83%
of PVs in drugs exploitation cases were male of criminal

In 9% of the cases reported that are assessed to be criminal exploitation by the Helpline, the gender of the potential victim is recorded as unknown. This is 14% lower than the number of unknowns recorded in 2018. Minors are more prevalent in criminal exploitation than any other exploitation type with 16% of potential victims indicated as being under the age of 18 and a further 18% recorded as unknown. This is likely to be where the individual reporting cannot say with any certainty the age of the potential victims involved and so the number of minors involved could be as high as 34%. In situations where an individual is being reported and it is not certain whether a minor is involved, all reasonable safeguarding steps will be taken to ensure the individual does not experience further harm.

The nationalities of those potential victims indicated in situations of criminal exploitation has significantly changed. In 2018, English potential victims were the most prevalent. In 2019, the most prevalent nationality for criminal exploitation, where known, is Romanian with over 55% of potential victims indicated as being from Romania. This is consistent with the most prevalent potential victim nationality reported for both sexual exploitation and labour exploitation.

Table 30: Nationalities of PVs indicated in criminal exploitation

Nationality	# of PVs	% PVs of criminal exploitation
Romania	76	25.4%
Albania	16	5.35%
England	12	4.01%
Vietnam	9	3.01%
Turkey	3	1%
Lithuania	3	1%
China	3	1%
Bulgaria	3	1%
Poland	2	>1%
Nigeria	1	>1%
Netherlands	1	>1%
Liberia	1	>1%
Italy	1	>1%
Hungary	1	>1%
France	1	>1%
Egypt	1	>1%
Bangladesh	1	>1%
Afghanistan	1	>1%
Unknown	163	54.5%
Total	299	100%

The two most prominent types of criminal exploitation reported to the Helpline involved drugs and begging. This is consistent with reports to the Helpline in 2018. However, the average number of potential victims per case of begging is significantly higher than other criminal exploitation types with 2.47 potential victims per case. The table below provides the number of cases and potential victims per type of criminal exploitation reported in 2019. (Table 31)

For potential exploiters indicated in criminal exploitation, the overwhelming majority were males with 73 adults indicated and a further 32 males where the age status was recorded as unknown. Of the 197 potential exploiters recorded on criminal exploitation cases, 68 were recorded as unknown for both gender and age status. (Table 32)

The nationality for a large proportion of those indicated as potential exploiters in relation to criminal exploitation is unknown. Of those where a nationality has been indicated the most prevalent are England and China, followed by Vietnam and Poland. (Table 33)

Table 31: Number of cases and PVs related to types of criminal exploitation case

Types of Criminal Exploitation	# of cases	% of cases	# of PVs
Drugs	83	46%	93
Begging	65	36%	161
Shoplifting	13	7%	22
Not specified	10	6%	16
Burglary	3	2%	3
Cuckooing	3	2%	3
Benefit fraud	1	>1%	2
Armed robbery	1	>1%	1
Weapon manufacturing	1	>1%	1
Forced pornography	1	>1%	1
Illegal sales	1	>1%	1
Possession of firearm	1	>1%	1
Total	183*	100%	305*

*Totals will equal more than number of cases and PVs as multiple types of exploitation have been reported in some cases.

Table 32: Age and gender status of PEs indicated in criminal exploitation

Age status	# of PEs	Male	Female	Unknown
Adult	97	73	12	12
Unknown	100	32	0	68
Total	197	105	12	80

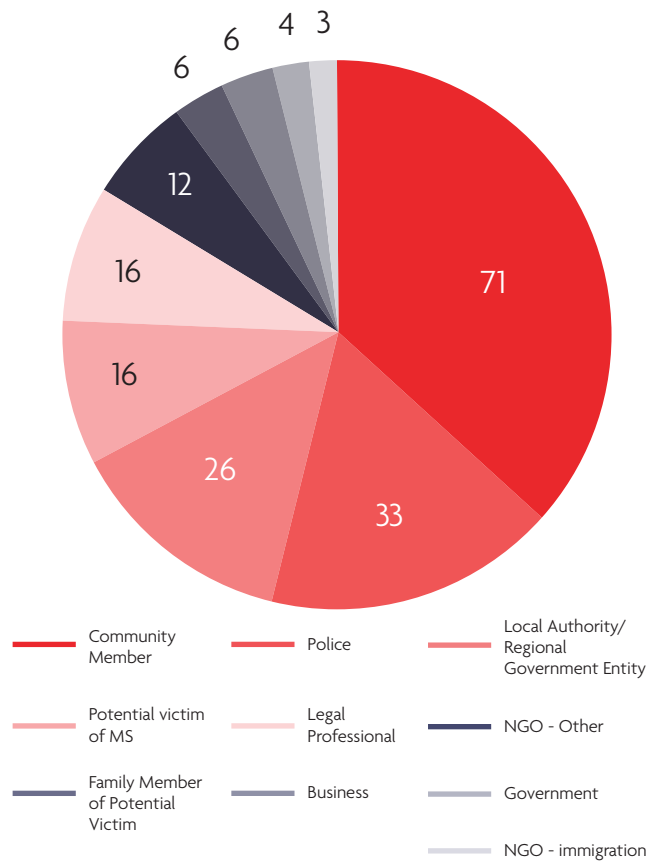
Table 33: Breakdown of PE nationalities indicated in cases of criminal exploitation

Nationality	# of PEs
Romania	23
England	6
Albania	6
Vietnam	2
Somalia	2
Pakistan	2
Turkey	1
Sweden	1
China	1
Afghanistan	1
Unknown	152
Total	120

Types of contact

Contacts into the Helpline come from a range of individuals and organisations. The most prevalent caller type recorded on cases relating to criminal exploitation is community member with 42% of individuals contacting the Helpline being from this cohort.

Chart 26: Top caller types related to criminal exploitation cases



Interestingly, the police make up 16% of calls to the Helpline related to criminal exploitation with local authorities making 13%. These calls are often technical assistance calls with police officers or local authority personnel seeking advice and guidance about situations they have encountered.

Criminal exploitation involving drugs

Of the 83 criminal exploitation cases involving drugs, a growing number of potential victims reported as minors were indicated in these situations, 30% of potential victims indicated in criminal exploitation involving drugs in 2019 were reported as minors compared to 23% in 2018. The age status of a further 7 potential victims (7.5%) was recorded as unknown. (Chart 27)

As was the case in 2018, in 2019 the majority of potential victims indicated in situations of criminal exploitation involving drugs were male with 77 potential victims (over 82%). In a further 6.5%, the gender of potential victims is unknown. (Table 34)

In a large proportion of criminal exploitation for drugs cases the

nationality of the PV is unknown. The most prevalent nationality indicated is Albanian, with Vietnamese and English featuring too. This is a big shift from 2018 where 49 PVs (36%) were Romanian. The chart below shows the number of PVs indicated where a nationality is reported to the Helpline. For 54 PVs indicated in situations of criminal exploitation for drugs, the nationality is recorded as unknown. (Chart 28)

The second most prevalent type of criminal exploitation reported to the Helpline is begging with 65 cases indicating 161 potential victims. Of those potential victims the majority are female with 95 potential victims (59%) indicated compared to 49 male potential victims (30%). There were reports of a further 17 potential victims where the gender was unknown. (Table 35)

As with other exploitation types there are a number of diverse nationalities of potential victims reported to the Helpline. Romanian, with 63 is the highest nationality for potential victims indicated in criminal exploitation for begging cases. This is interesting as there were no reports of Romanian nationals indicated in criminal exploitation for begging cases in 2018 so this is a big shift. The chart below provides a further breakdown of the nationalities seen in these types of cases. In the case of 83 potential victims, the nationality was recorded as unknown. (Chart 29)

Chart 27: Breakdown of age status of PVs involved in criminal exploitation for drugs

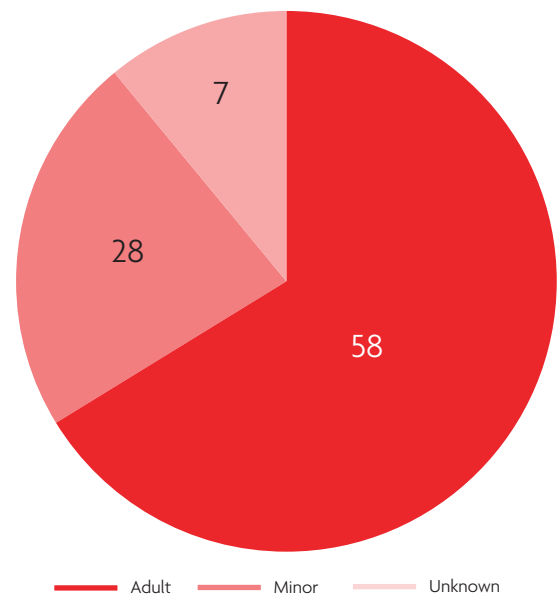
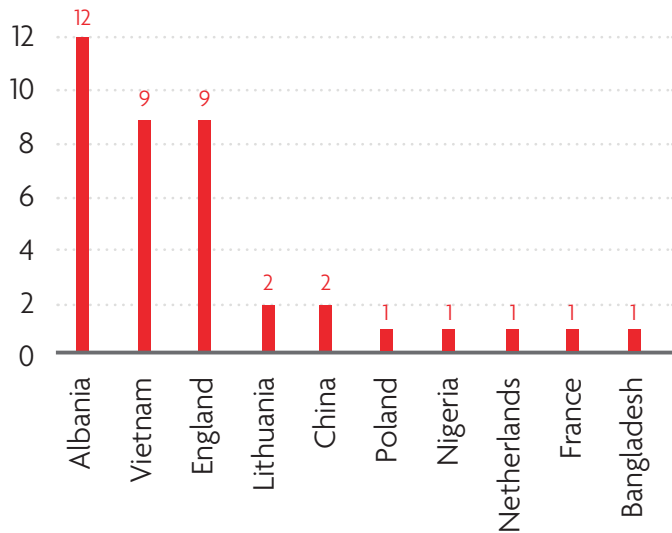


Table 34: Breakdown of gender on criminal exploitation involving drugs

	Totals	Male	Female	Unknown
Adult	58	50	6	2
Minor	28	24	1	3
Unknown	7	3	3	1
Total	93	77	10	6

Chart 28: Nationality of PVs indicated in criminal exploitation for drugs cases



80%

of potential victims involved in criminal exploitation for begging are indicated as from Romania

Table 35: Number of PVs indicated in criminal exploitation for begging situations

	Male	Female	Unknown	Totals
Adult	44	57	8	109
Minor	1	8	1	10
Unknown	4	30	8	42
Totals	49	95	17	161

“The Modern Slavery Police Transformation Unit (MSPTU) is dedicated to tackling modern slavery here in the UK and a key element to that is how we work with our partners to overcome the barriers we face of this hidden crime. Public awareness is an important part of the reporting of modern slavery, and the Helpline allows us to have that engagement by providing a specialist independent service for victims to come forward and for the public to report any concerns. The Helpline is a trusted and respected partner of the MSPTU network and the data that we share helps strengthen our response to this abhorrent crime.”

- Alan Beach,
Regional Coordinator,
Modern Slavery Police Transformation Unit

CASE STUDY

A report was received by the Helpline concerning an adult male, Anthony*, whose house had been taken over or 'cuckooed' by a criminal gang. The gang invaded the house and used the property to cut drugs and forced Anthony to deliver the drugs across the city, threatening him with violence. Anthony was arrested for drug related offences but he had made police aware there was a serious threat to his life because of his exploitation.

After receiving the information, the Helpline advocated for Anthony, bringing the attention of the police to the indicators of modern slavery that had not been initially identified. The Helpline sent a referral to the police, highlighting the modern slavery indicators and asking them to act as first responders under the Government's National Referral Mechanism.

Anthony was subsequently moved from his home area and admitted into the National Referral Mechanism to recover and receive help and support.

**Name has been changed to protect identity.*



Chapter 10 - Referrals and signposts

To support access to wider services, report safeguarding concerns or provide information to law enforcement agencies to aid investigations, the Helpline sends referrals to a range of organisations including the police, National Crime Agency, Border Force, and NGOs.



Getting the right information to the right organisation or individual at the right time is an important aspect of the Helpline's work. On each contact to the Helpline, the team will assess the situation and determine the best course of action, often in consultation with the person reporting, to assess risk of harm and establish their wishes. Next steps on a case may involve a referral to the police to provide information about a potential crime, a referral to the Gangmasters and Labour Abuse Authority to investigate claims of labour abuse, or to a support organisation to access services required to support an individual. A signpost may be made where the individual wants information about other related services available in their area and the Helpline can provide the contact of a relevant organisation.

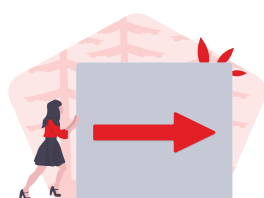
Table 36: Total number of signposts and referrals

Activity	# Sent
Signposts	1508
Referrals	2336
Total	3844

Table 37: Number of referrals by case type

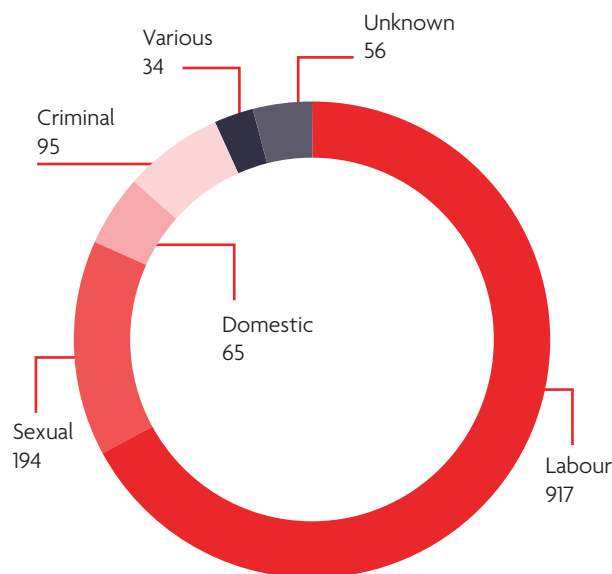
Case Type	# of referrals
Modern Slavery	1361
Non Modern Slavery	975
Total	2336

The overwhelming majority of referrals made by the Helpline to other organisations and agencies were related to labour exploitation cases, with 917 referrals being made in 2019. This is expected given the largest proportion of Helpline contacts and cases are related to labour exploitation.



3844
referrals or signposts
made in 2019

Chart 29: Number of referrals by exploitation type



The Helpline referred to 152 different organisations for all case types and 123 for cases relating to MS. For all case types, the Helpline made 493 referrals alone to the Gangmasters and Labour Abuse Authority and 338 to the Metropolitan Police Service. (Chart 30)

Where referrals are related to modern slavery cases, the largest volume of Helpline referrals are made to the Metropolitan Police Service with 231 referrals, followed by The Salvation Army with 61 referrals and Thames Valley Police 58 referrals. (Chart 31)

“The Helpline is an integral part of our strategy in Wales to tackling modern slavery and exploitation. We understand the absolute need to work together, join resources and have a collaborative approach to tackling this horrific crime. The Helpline is an invaluable resource, providing information and advice to our law enforcement agencies, healthcare workers, local authority personnel, Non-Government Organisations and members of the community. I know how vital it is that we have one central, independent contact point for victims to seek confidential advice and support. The regular Helpline data for Wales is also crucial in understanding how we prioritise limited resource to protect our communities and keep the vulnerable safe.”

- Stephen Chapman,
Wales Anti-Slavery Co-ordinator

Chart 30: Referrals on all case types

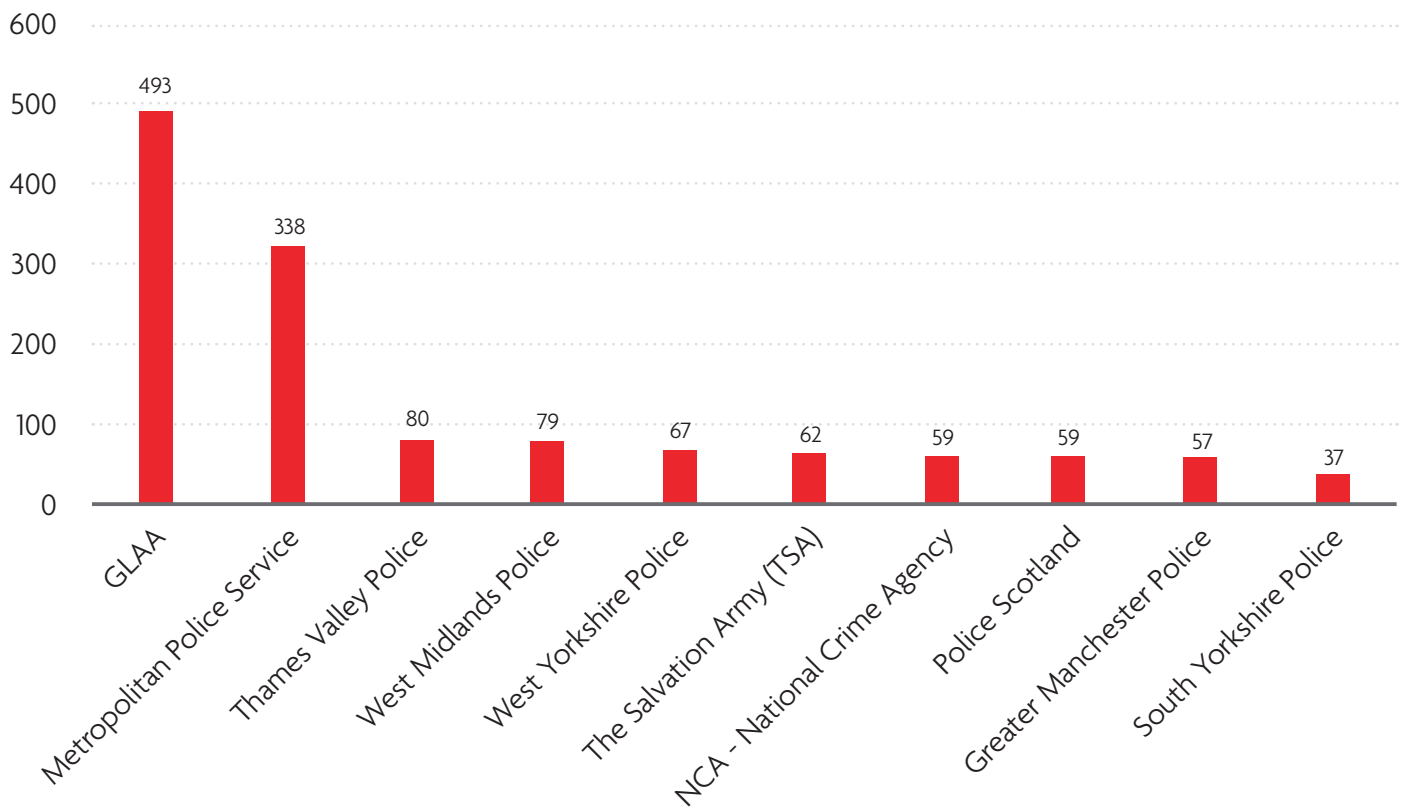
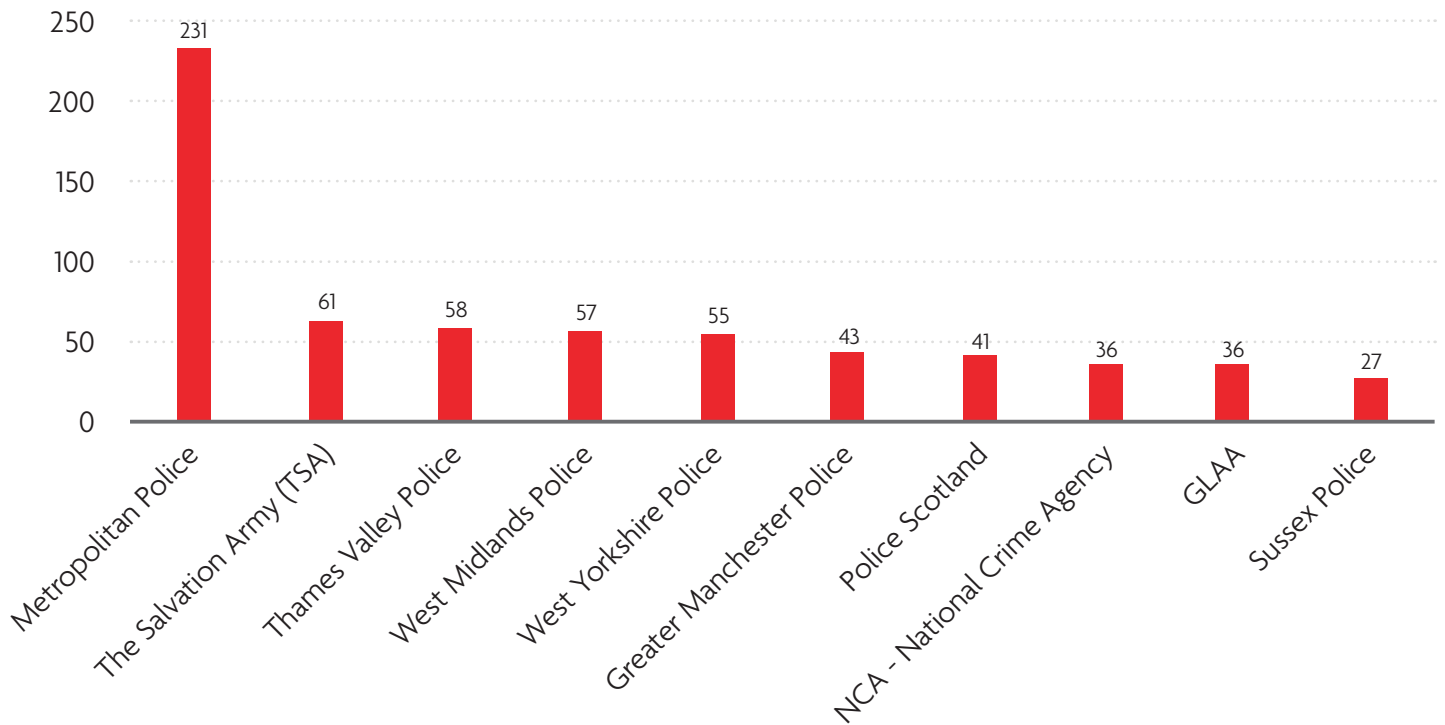


Chart 31: Referrals made on modern slavery cases

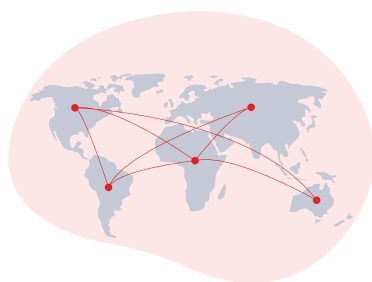


Although the Helpline is UK focused, calls are received from right across the world, highlighting the international nature of the issues we deal with on a daily basis.

Chapter 11 – International cases



Although most of the calls received by the Helpline are from within the UK, there are still a number of international calls that are received from other countries. These may be calls relating to a situation in another country or a situation in the UK. The nature of the call will determine the course of action the Helpline takes. In some instances calls will come from outside of the UK about a potential trafficking situation which is happening in the moment and requires fast action particularly where there is a suspected victim being moved into or out of the UK. In others it may be the plight of someone that has been spotted as a potential victim and the caller wants to report the situation. With great connections to all statutory authorities the Helpline can work in quick time to alert the relevant authorities and provide information to pass to international counterparts such as the local police or potentially stop someone at the border, where that is possible.



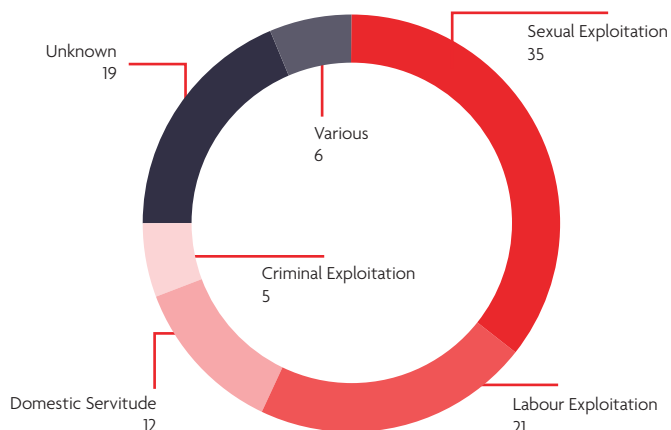
Helpline calls received from more than **39** different countries

Table 38: Number of international cases by case type

Type of case	# of cases	% of international cases
General Information	12	7%
Non Modern Slavery	54	32%
Modern Slavery	98	59%
Non Substantive	3	2%
Totals	167	100%

The Helpline recorded a total of 167 international cases in 2019 demonstrating the complexity of the issue of modern slavery and the fact that increased globalisation and the ease of contact means that the Helpline number is known beyond the shores of the UK. Sexual exploitation continues to be the largest proportion of international cases with 35 cases (36%) being raised through calls and contacts to the Helpline.

Chart 32: Breakdown of exploitation type on international cases



Although the Helpline is not an international Helpline, calls and contacts are received from many other countries across the globe. This is possibly because of the ease with which information can be sought about organisations and support mechanisms globally through the internet. Alternatively, it could be as a result of the work the Helpline does with embassies and through other organisations who work outside the UK. The table below sets out the top locations of contacts and the number of contacts received into the Helpline on cases deemed international.

Table 39: International location of top contacts to the Helpline

Location of caller	# of contacts
United States	24
Spain	5
Switzerland	4
Romania	4
Ireland	4
Germany	4
France	4
Poland	3
Netherlands	3
Australia	3
Turkey	2
Nigeria	2
Malaysia	2

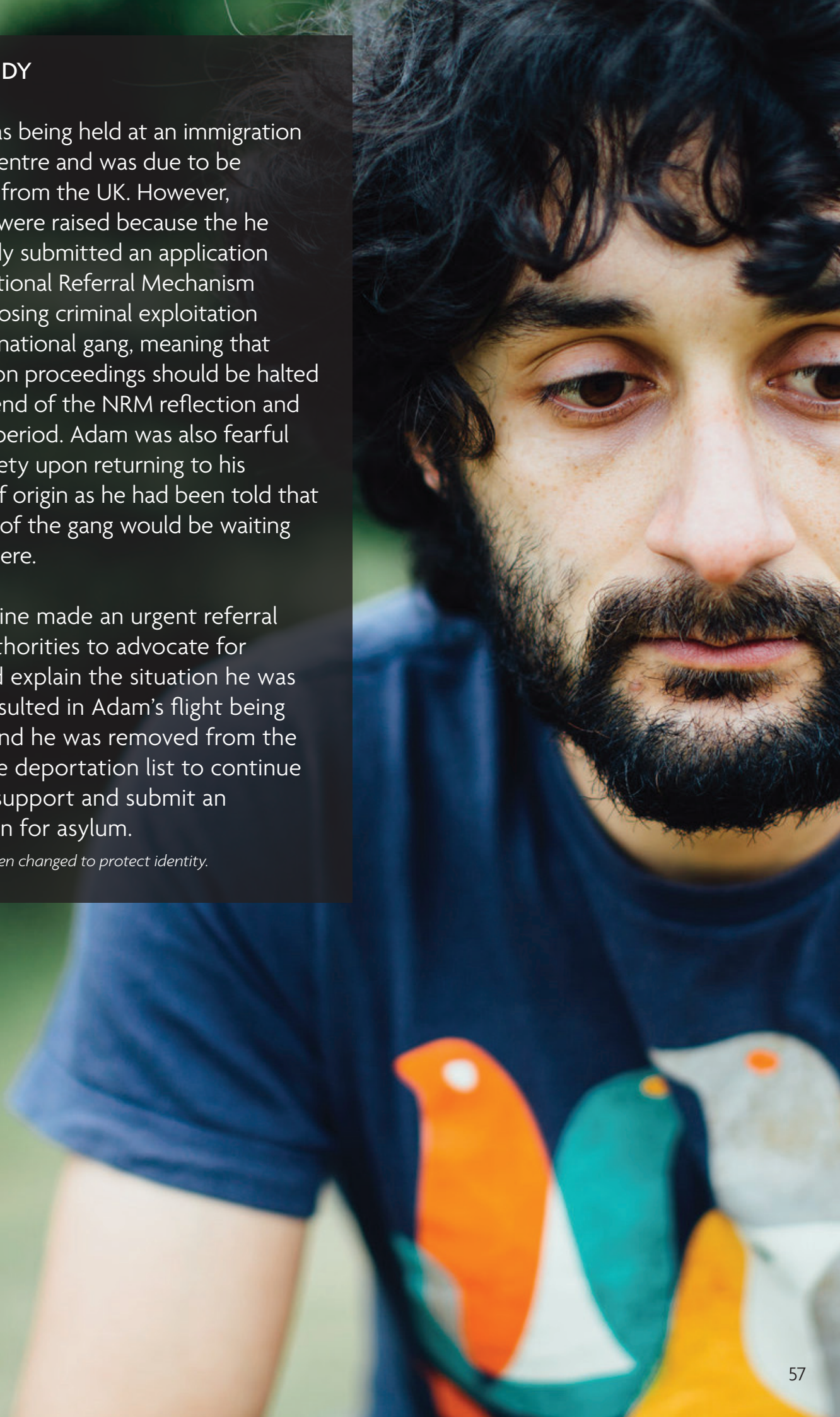
One call was also received from each of the following countries: Belgium, Brazil, Cameroon, Canada, Colombia, Denmark, Egypt, Ghana, Greece, India, Indonesia, Iran, Italy, Japan, Luxembourg, Madagascar, Mexico, North Korea, Pakistan, Philippines, Portugal, Saint Kitts and Nevis, Ukraine, Zambia and Zimbabwe.

CASE STUDY

Adam* was being held at an immigration removal centre and was due to be deported from the UK. However, concerns were raised because he had already submitted an application to the National Referral Mechanism after disclosing criminal exploitation by a transnational gang, meaning that immigration proceedings should be halted until the end of the NRM reflection and recovery period. Adam was also fearful for his safety upon returning to his country of origin as he had been told that members of the gang would be waiting for him there.

The Helpline made an urgent referral to the authorities to advocate for Adam and explain the situation he was in. This resulted in Adam's flight being delayed and he was removed from the immediate deportation list to continue his NRM support and submit an application for asylum.

**Name has been changed to protect identity.*



Chapter 12 – Non-modern slavery

A large proportion of calls into the Helpline are related to abuse and exploitation but don't necessarily fall into what would be termed as modern slavery. However, it is important to recognise that all abuse and exploitation is on a spectrum and a holistic approach ensures that no-one contacting the Helpline falls between the cracks.



Modern slavery is simply abuse and exploitation. However, a complex issue such as modern slavery is inter-related with a wide number of situations involving different types of abuse and exploitation. Many of the calls received into the Helpline are not necessarily at the severe end of the spectrum and therefore would not be classed as modern slavery. The Helpline seeks to provide advice and guidance to all callers regardless of the severity of their situation

In 2019, the Helpline received a total of 4,410 contacts (3,062 calls, 1,361 webforms, and 47 App submissions) on 3,583 cases related to issues other than modern slavery such as labour abuse.

42%
increase in number of
labour abuse cases

Chart 33: Number of non-modern slavery cases by UK country

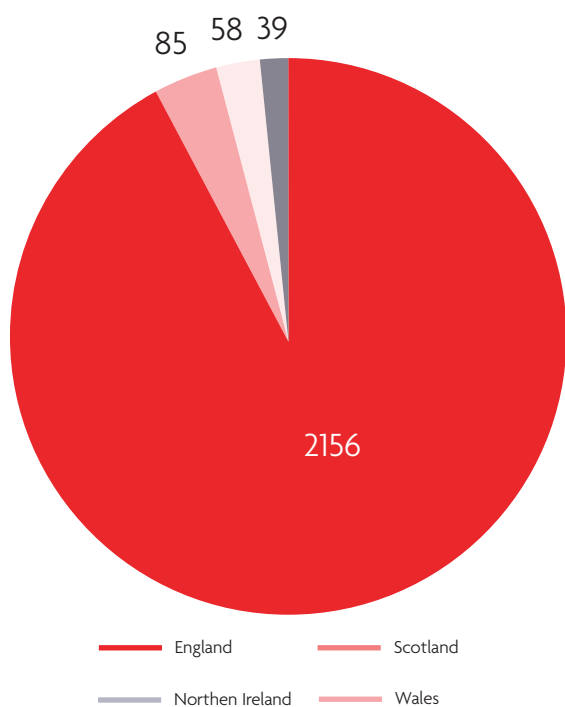


Table 40: Total contacts by UK country on non-modern slavery cases

	England	Scotland	Wales	Northern Ireland
# of calls	2027	64	54	33
# of webforms	541	32	13	8
# of App subs	25	2	1	3
TOTAL # of Contacts	2593	98	68	44

*total number of contacts on cases opened in 2019 and classified as non-modern slavery.

In 2019, the most prevalent type of non-modern slavery reported to the Helpline was labour abuse with 31% of the total high risk and related crime contacts received related to this issue. The number of labour abuse cases continues to rise with a 42% increase from 2018.

Table 41: Breakdown of number of inter-related high risks and crime cases

High risk and related crimes	Number of cases
Labour Abuse	1112
Domestic Abuse	163
Commercial Sex- Non-Trafficking	153
Sexual Abuse/assault	108
Violence	101
Runaway/Homeless	96
Asylum/Immigration issue	76
Child abuse/neglect	58
Benefit Fraud/identity theft	47
Drug Crime	46
Smuggling	33
Forced Marriage	8
Pornography	8
Stalking	7
FGM	4
Other	1785
Total	3805*

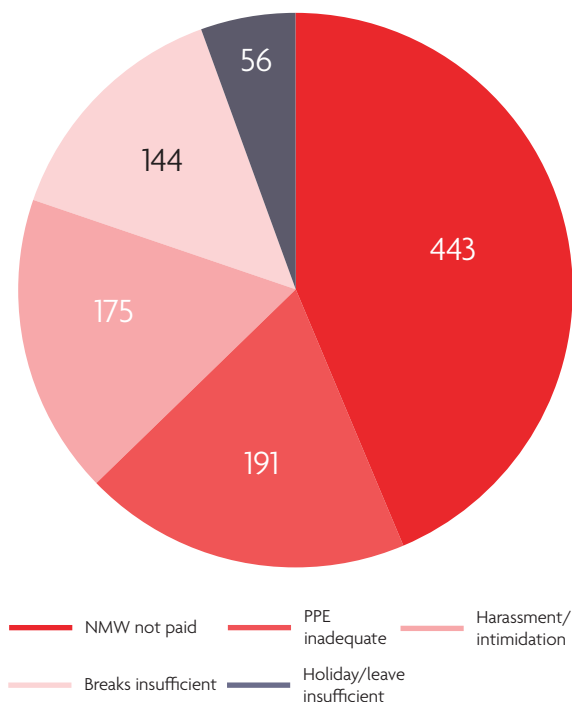
*Total number is higher than number of cases as a case may have more than one

The range of related issues reported to the Helpline highlights the complexity and inter-relatedness of modern slavery with other crimes. The number of instances classed as 'other' in the table above include issues such as observation of suspicious activity, welfare concerns, mental health issues, physical abuse or assault, hate crime, missing persons and bullying or harassment. Cases indicating potential labour abuse often report a range of indicators, the most prevalent of those continues to be non-payment of national minimum wage (NMW).

Where cases such as these are highlighted, a referral will usually be made to the Gangmasters and Labour Abuse Authority for consideration and appropriate action. This is a rising issue and the Helpline has seen an increase of 55% of labour abuse cases indicating issues around non-payment of NMW. Chart 34 provides an overview of the general groupings of issues reported to the Helpline.

24%
of all labour abuse cases reported
relate to car washes

Chart 34: Indicators of labour abuse



In labour abuse cases the most prevalent industry continues to be car washes with 24% of cases reporting a car wash location, followed by hospitality and construction.

Table 42: Most prevalent industries related to labour abuse cases

Industry	# of cases
Car Wash	267
Hospitality	184
Construction	104
Beauty/Spa Services	50
Other	60
Factory	35
Transportation	24
Care Sector	32
Domestic work/au pair	34
Retail	47
Janitorial/cleaning services	27
Agriculture/farm	40
Manufacturing	15
Various	15
Landscaping/Gardening	9
Criminal	7
Maritime industry	5
Travellers/caravan site	2
Commercial Sex	1
Blank	130
Total	1112

Interestingly there was a 108% increase in the number of cases indicating labour abuse issues in construction. This is interesting because labour abuse indicators are often a sign that something more worrying is occurring. The Helpline continues to raise awareness of the issues in construction and related industries with partners.

The 60 labour abuse cases classed as other included a range of different industries or sectors such as security services (8), fairground (3), dry cleaners (3), waste management (2), religion (2), recruitment agency (2), IT services (2), insurance (2), leisure centre/gym (2), and equine services (2).

“Last year the Gangmasters and Labour Abuse Authority received almost 500 referrals from the Modern Slavery Helpline, that’s nearly a fifth of all referrals into the GLAA. Victims of exploitation, and those who witness it, must have the confidence to come forward and report it – the confidence they will be listened to and the ability to do so confidentially. The Helpline does exactly that and is therefore a key partner for the GLAA as we focus our efforts on both preventing workers from being exploited and protecting those who sadly suffer from it.”

**- Michael Rich,
Chief Executive GLAA**

General information calls and contacts are important as often they are the calls requesting more information about modern slavery as an issue or seeking information about training available.



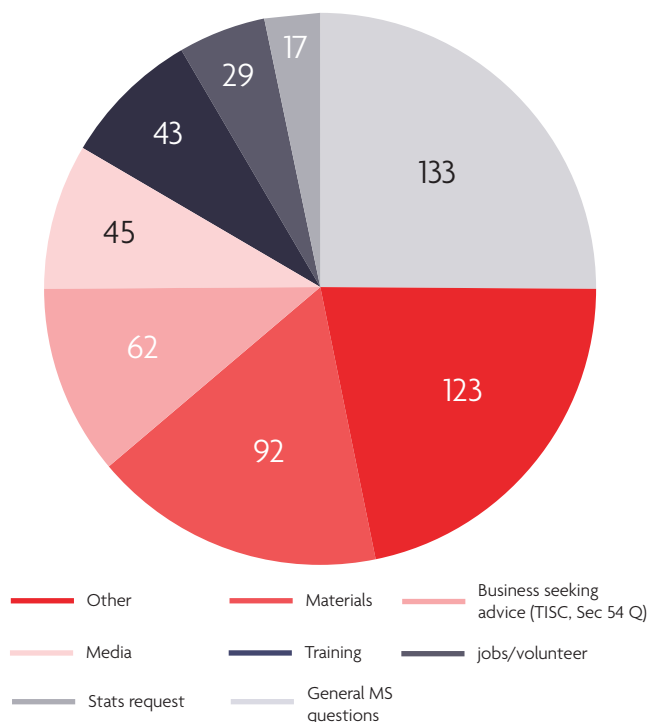
Chapter 13 – General information cases

In 2019, the Helpline dealt with a total of 506 general information cases. As well as dealing with cases of modern slavery the Helpline also takes general inquiry calls which can span a wide array of topics. 307 of these cases were related to contacts whose location was in the UK. The table below shows the breakdown of general information cases across the UK and the total number of different contacts made.

Table 43: Breakdown of cases and contacts on general information cases by UK country

	England	Scotland	Wales	Northern Ireland	UK Totals
# of cases	279	13	10	5	307
# of calls	218	5	8	6	237
# of webforms	7	1	1	0	9
# of App subs	4	0	0	0	4

Chart 35: Breakdown of general enquiry calls



As with other case types, a caller or contact wanting general information may call or email the Helpline more than once. Contacts about general information include training, information about modern slavery generally, or Helpline materials. The table below sets out the caller types and prevalence on general information cases in 2019.

Table 44: Top contact types on general info cases

Contact Type	# of contacts	% of contacts
Community Member	165	32%
Business	88	17%
Police	55	11%
Local Authority/Regional Government entity	41	8%
NGO- Other	26	5%
Press/Media	25	5%
Unknown	19	4%
Government	19	4%
Medical Professional	17	3%
NGO- Anti-trafficking	11	2%
Educator/School Personnel	8	2%
Legal professional	7	1%
Student	6	1%
Faith based organisation	5	1%
Airline/airport personnel	3	1%
Foreign government	2	>1%
National Crime Agency	1	>1%
NGO DV	1	>1%
Mental health professional	1	>1%
Total	511	100%

Given many of the calls into the Helpline are related to labour exploitation and labour abuse, the role of businesses across all sectors and industries is crucial. Applying appropriate due diligence and understanding the risks are vital for businesses.

Chapter 14 – Role of business



Businesses play a vital role in identifying and ultimately preventing modern slavery from infiltrating their operations and supply chains. Businesses may contact the Helpline for a variety of reasons, however, the most prevalent request is related to enquiries about how to handle a situation or potential victim.

Table 45: Number of contacts related to business

Type of request	# of contacts
General information	51
Modern slavery cases	16
Non-modern slavery cases	13
Total	80

The Modern Slavery Helpline launched a Helpline Business Portal in 2017 with the aim of providing information to businesses about the situational information the Helpline receives on cases involving labour exploitation and labour abuse. Sharing this information is four-fold, in that it:

- Supports portal members in better understanding the issues affecting their business and sector;
- Improves business collaboration;
- Facilitates remediation and support; and
- Improves longer-term prevention activities.

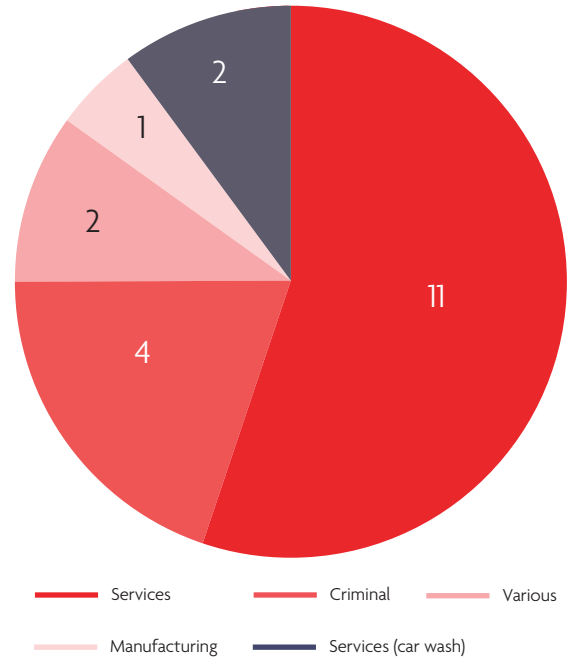
The Helpline provides information to businesses on cases that are relevant to a specific business (a private case) and those that are non-specific to a business but relevant to the sector or industry (a community case). In 2019, the Helpline shared a total of 80 cases to the portal comprised of 52 community cases and 28 private cases. These cases were made up of 40 cases classed as modern slavery and 40 cases classed as non-modern slavery.

Of the private cases published to the portal there have been a range of industries/sectors related to the portal members that have been shared. The breakdown of these is included in Chart 36.

“We recognise the importance of the Unseen Modern Slavery Helpline in tackling Modern Slavery and protecting vulnerable people in the UK. Through the Unseen business portal, we are able to better understand and identify modern slavery risks to our business, enabling us to remedy these more effectively, and continually improve our human rights due diligence.”

- Rachel Munns,

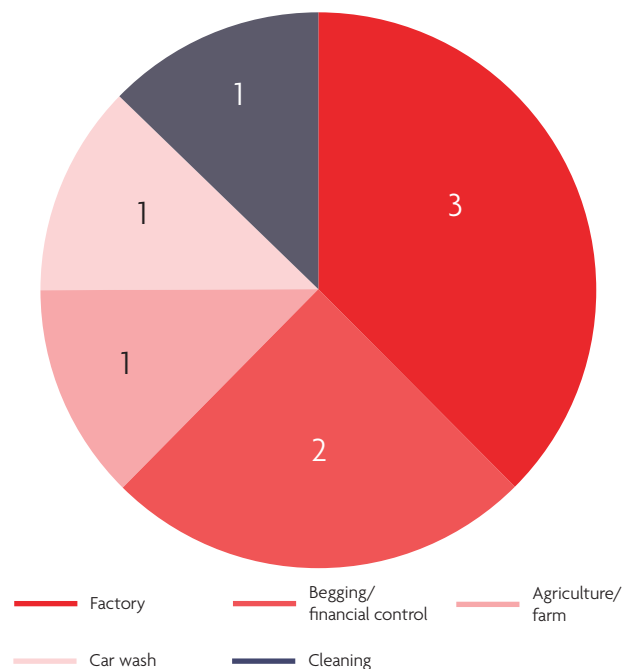

Chart 36: Breakdown of private modern slavery cases published to the portal



Private non-modern slavery cases

As well as modern slavery cases the portal also publishes non-modern slavery cases related to labour abuse and other issues that portal members have indicated they would like to be appraised of. In 2019, the Helpline published 8 non-modern slavery cases to the portal indicating issues in settings such as a factory, farm, car wash and cleaning. In addition, following members asking to see wider issues reported such as begging and financial control being exerted on their premises or affecting their business, two cases were published related to this.

Chart 37: Breakdown of private non-modern slavery cases published in 2019



Community modern slavery cases

Community cases are important as they involve situations and information shared with all portal members where the information is not specific to one particular business. For example, a report may be made to the Helpline indicating a potential situation of modern slavery in a food processing site. The contact may not know the specifics of the business or businesses involved but can provide the type of products being produced and the address or location of the business. In these situations, all portal members will see situational information and can confidentially speak to the Helpline Business Team to agree a course of action if they believe their business or suppliers may be implicated. The importance of this is the ability to confidentially collaborate with other portal members, facilitated through the Helpline, to agree the best course of action, which prevents the individuals involved from being but at further risk of harm. In 2019, the Helpline published 20 modern slavery community cases to the portal. The types of sectors/industries are shown in chart 38.

Community non-modern slavery cases

Of equal importance are the non-modern slavery cases related to the relevant sectors and industries of portal members. In a number of situations, reports to the Helpline will indicate labour abuse but, following a referral and investigation by the Gangmasters Labour Abuse Authority, it is established to be a more serious situation involving modern slavery. As the Helpline receives more information about a case, the case details are updated and further action may be taken, particularly where the additional information fundamentally affects the classification of the case or the situation has changed and immediate safeguarding concerns are raised. (Chart 39)

“Marks and Spencer are proud to be members of the Modern Slavery Helpline Business Portal. The Portal provides access to reports of forced labour and visibility of potential cases relating to Marks and Spencer in the UK. The support and training delivered by the experts in the Helpline Business team helps us to better understand and identify modern slavery risks. The Portal offers a confidential environment to collaborate, learn and deliver our approach to remediation alongside other businesses and the Unseen specialist team.”

- Vicky Dodman,
Senior Ethical Trade and
Human Rights Manager

M&S
EST. 1884

Chart 38: Breakdown of modern slavery community cases

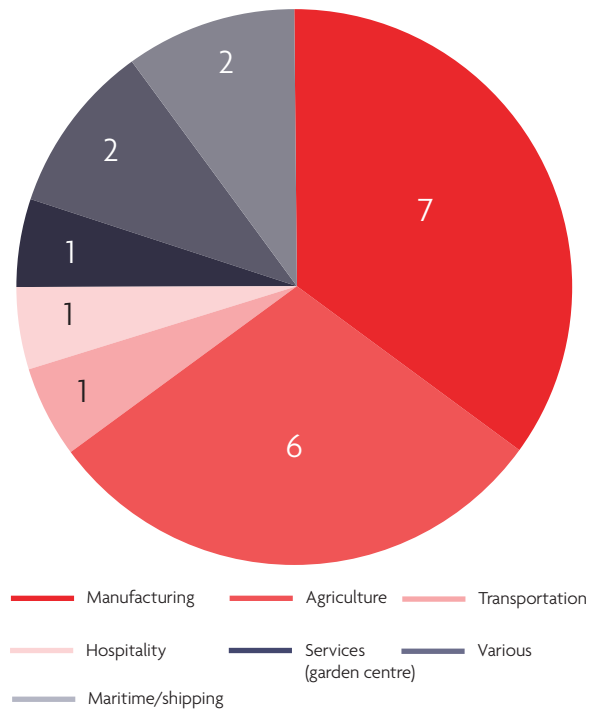
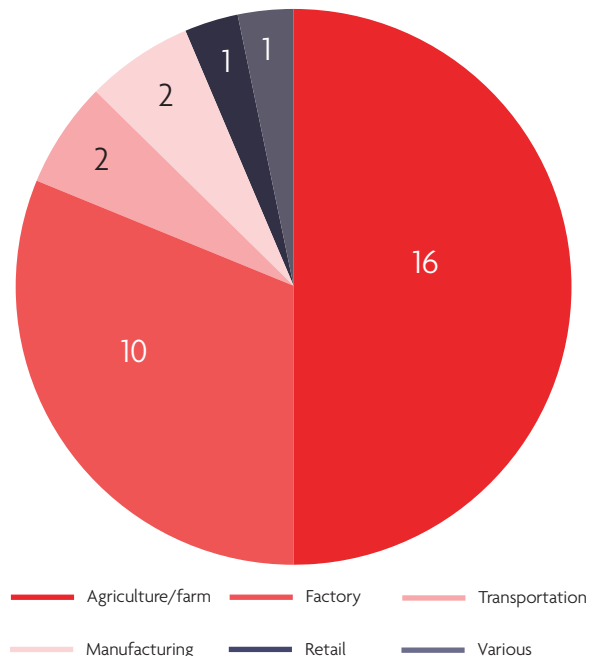


Chart 39: Breakdown of non-modern slavery community cases



Chapter 15 – Challenges and opportunities

The Helpline continues to deal with many challenges but also actively seeks opportunities to build its services and offer help and support to the vulnerable individuals at the heart of our services and mission.



Challenges

2019 has been a significantly tough year for Unseen as it has struggled to meet the financial challenges of providing a professional 24/7 Helpline service with no clear funding mechanism.

Providing a nationwide service that is heavily utilised by the UK Government, policing, business and, most importantly potential victims, the Helpline has seen a huge increase in the number of contacts it has dealt with in the past year. With no government or ongoing police funding, Unseen has had to fundraise 100% of the costs of the national Helpline to keep the service open and available for anyone wanting to report a situation or receive help. This is a huge challenge and one that Unseen has met head on.

Despite these difficult circumstances, the Helpline continues to operate and provide an invaluable service, working with a range of businesses to grow diverse income streams with a view to making the Helpline sustainable in the longer term.

With no government funding, the Helpline retains its fully independent status which ensures that the data obtained by the Helpline is not compromised in any way. Information pertaining to potential victims indicated in situations or who have reported a situation themselves will not be forwarded to other organisations – specifically the police or the Home Office - if the potential victim does not want this. This is crucial to maintain the trust and confidence of the potential victim and ensure they are not put at risk of further harm.

Opportunities

As the Helpline number has become better known, the nature of calls received have changed with a greater number of calls related to wider abuse and exploitation. 43% of calls received into the Helpline in 2019 were related to non-modern slavery or high risk related crime types. This has presented an opportunity for Unseen to maximise the knowledge and expertise of the Helpline and provide support, advice and guidance on all types of abuse and exploitation. In reality, the Helpline is already doing this and signposting to relevant services, where appropriate.

This will ensure that the incessant labelling of different abuse and exploitation types does not result in a vulnerable individual inadvertently falling through the cracks because their circumstances don't quite fit the bespoke services on offer. It will also ensure that any future promotion or awareness of the helpline number can highlight the breadth of the situations and issues the Helpline is already dealing with.



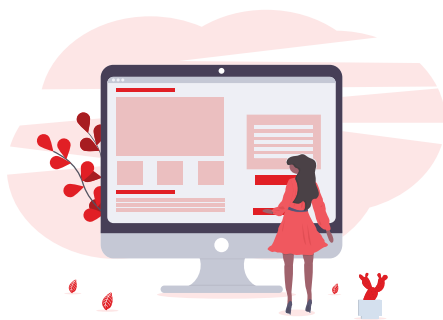
Chapter 16 – Emerging trends

As a key service for those who are in a situation of exploitation – the Helpline is at the forefront of understanding emerging trends. Using Helpline data to better understand what is happening to individuals can support wider understanding of the trends and any prevention activities.





In previous years the number of minors indicated in criminal exploitation through the Helpline was relatively low. In 2019, 30% of potential victims involved in criminal exploitation cases involving drug activity were minors.



54% of contacts received into the Helpline are now webforms. This highlights the growing trend in communicating using ways other than traditional calls. The need for diverse communications channels is key so that people can communicate with the Helpline in a way they feel most comfortable.



52% of cases in 2019 were related to other high risk and related exploitation crimes, highlighting the need for support services to focus on exploitation in its widest sense rather than in silos.

The increase in related calls and especially calls related to labour abuse suggests that abuse and exploitation in a work setting is more prevalent than potentially ever thought. Often, lower level indicators on a case, suggesting labour abuse, can sometimes transpire into more serious cases of modern slavery. That is why the Helpline works closely with all relevant statutory agencies to ensure the individuals indicated in these situations can get the help and support they need.

Although there is a consistency in, for example, the nationality of potential victims reported to the Helpline there are also shifts in what the Helpline is seeing such as the increase in the number of cases involving construction.

In addition, the number of minors involved in criminal exploitation for drugs cases has increased, with 30% of potential victims indicated in 2019 reported as minors.

The Helpline is at the forefront of tackling modern slavery because it is often the first port of call for those in a situation of abuse and exploitation or who need help and guidance in a professional capacity. It is also recognised as a service focused on providing expert advice and guidance on any aspect of modern slavery, including related issues such as labour abuse and domestic abuse. As contacts are received, the Helpline team assesses each situation and information about the case is recorded on the Helpline's Salesforce platform. This assists in developing a good understanding of the types and nature of cases over time to inform a better understanding of the trends.

During 2019, the Helpline saw a number of interesting trends in relation to the contacts it received. In particular, the number of labour exploitation cases remains higher than any other type of exploitation reported to the Helpline and this is the case for all four UK countries.

	2017		2018		2019		% in/dec 2018 to 2019		% in/dec 2017 to 2018	
England*	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS cases % in/dec	# of PVs % in/dec	# of MS cases % in/dec	# of PVs % in/dec
Avon & Somerset Constabulary	74	314	78	355	46	98	-41%	-72%	-38%	-69%
Bedfordshire Police	23	151	17	68	31	81	82%	19%	35%	-46%
Cambridgeshire Constabulary	16	123	22	85	30	73	36%	-14%	88%	-41%
Cheshire Constabulary	14	44	25	113	16	71	-36%	-37%	14%	61%
Cleveland Police	4	4	11	32	7	19	-36%	-41%	75%	375%
Cumbria Constabulary	5	15	15	46	5	10	-67%	-78%	0%	-33%
Derbyshire Constabulary	12	26	24	73	19	39	-21%	-47%	58%	50%
Devon & Cornwall Constabulary	25	72	31	105	20	58	-35%	-45%	-20%	-19%
Dorset Police	17	65	11	18	8	21	-27%	17%	-53%	-68%
Durham Constabulary*	10	54	5	13	7	29	40%	123%	-30%	-46%
Essex Police	30	487	36	365	35	80	-3%	-78%	17%	-84%
Gloucestershire Constabulary	14	48	13	35	16	29	23%	-17%	14%	-40%
Greater Manchester Police	45	128	70	408	60	165	-14%	-60%	33%	29%
Hampshire Constabulary	22	71	39	185	35	92	-10%	-50%	59%	30%
Hertfordshire Constabulary	25	72	27	65	28	101	4%	55%	12%	40%
Humberside Police	9	45	12	44	21	70	75%	59%	133%	56%
Kent Police	31	150	59	285	31	104	-47%	-64%	0%	-31%
Lancashire Constabulary	23	50	33	84	38	101	15%	20%	65%	102%
Leicestershire Constabulary	22	58	19	67	24	68	26%	1%	9%	17%
Lincolnshire Police	7	12	9	25	18	51	100%	104%	157%	325%
Merseyside Police	18	59	15	66	32	92	113%	39%	78%	56%
Metropolitan Police Service	266	928	378	1481	341	883	-10%	-40%	28%	-5%
Norfolk Constabulary	11	25	14	33	11	28	-21%	-15%	0%	12%
North Yorkshire Police	10	43	5	30	16	44	220%	47%	60%	2%
Northamptonshire Police	18	36	18	59	20	87	11%	47%	11%	142%
Northumbria Police	19	64	13	44	21	53	62%	20%	11%	-17%
Nottinghamshire Police	17	41	34	127	29	112	-15%	-12%	71%	173%
South Yorkshire Police	15	88	31	79	33	121	6%	53%	120%	38%
Staffordshire Police	7	66	23	89	14	49	-39%	-45%	100%	-26%
Suffolk Constabulary	11	51	16	91	16	46	0%	-49%	45%	-10%
Surrey Police	25	112	32	131	32	99	0%	-24%	28%	-12%
Sussex Police	28	100	30	309	41	145	37%	-53%	46%	45%
Thames Valley Police	52	124	77	364	66	247	-14%	-32%	27%	99%
Unknown*	20	13	71	155	0	0	-100%	-100%	-100%	-100%
Warwickshire Police	8	28	13	35	9	28	-31%	-20%	13%	0%
West Mercia Constabulary	11	30	17	62	18	99	6%	60%	64%	230%
West Midlands Police	56	245	91	304	93	223	2%	-27%	66%	-9%
West Yorkshire Police	31	130	68	455	71	259	4%	-43%	129%	99%
Wiltshire Constabulary	19	52	12	35	10	31	-17%	-11%	-47%	-40%
SCOTLAND										
Scotland Police	64	230	59	255	58	149	-2%	-42%	-9%	-35%
WALES										
Dyfed Powys Police	6	60	10	23	6	23	-40%	0%	0%	-62%
Gwent Police	4	15	10	81	12	45	20%	-44%	200%	200%
North Wales Police	11	34	12	52	6	17	-50%	-67%	-45%	-50%
South Wales Police	15	38	31	103	22	71	-29%	-31%	47%	87%
NORTHERN IRELAND										
Police Service of Northern Ireland	14	87	16	56	16	63	0%	13%	14%	-28%

*one adult transgender female

Police Force	# of MS Cases	Labour	Sexual	Criminal	Domestic	Various	Unknown	# of PVs	Adult			Minor			Unknown			LE MS Ref	LA MS Ref	
									Male	Female	Unknown	Male	Female	Unknown	Male	Female	Unknown			
England*																				
Avon & Somerset Constabulary	46	26	2	6	0	1	11	98	45	19	2	6	0	2	0	5	19	98	25	2
Bedfordshire Police	31	17	2	4	0	0	5	81	26	19	16	6	6	8	0	0	0	81	18	0
Cambridgeshire Constabulary	30	22	2	1	2	0	3	73	41	3	0	1	1	0	0	6	21	73	21	2
Cheshire Constabulary	16	9	2	1	1	1	2	71	17	15	13	3	0	6	0	2	15	71	15	1
Cleveland Police	7	4	0	1	1	0	1	19	13	3	1	0	0	0	0	0	2	19	5	1
Cumbria Constabulary	5	5	0	0	0	0	0	10	3	3	0	0	0	0	2	0	2	10	5	1
Derbyshire Constabulary	19	12	1	2	1	2	1	39	17	6	4	1	1	0	6	0	4	39	16	3
Devon & Cornwall Constabulary	20	15	1	1	0	2	1	58	14	3	3	2	1	0	3	1	31	58	15	1
Dorset Police	8	5	1	1	0	0	1	21	9	0	0	0	0	0	5	3	4	21	5	0
Durham Constabulary*	7	5	1	1	0	0	0	29	16	1	1	0	5	1	0	1	4	29	7	1
Essex Police	35	24	1	2	3	0	5	80	25	20	5	1	1	1	13	7	7	80	27	2
Gloucestershire Constabulary	16	9	1	3	0	1	2	29	9	8	0	1	1	0	3	3	4	29	9	1
Greater Manchester Police	60	31	7	7	6	3	6	165	60	20	0	6	7	7	6	13	46	165	43	5
Hampshire Constabulary	35	20	7	4	0	1	3	92	30	24	9	1	4	0	6	5	13	92	24	4
Hertfordshire Constabulary	28	18	1	4	2	1	2	101	55	15	2	2	0	8	3	16	0	101	24	0
Humberside Police	21	16	1	2	0	1	1	70	34	14	7	1	1	0	1	0	12	70	19	1
Kent Police	31	20	2	5	0	0	4	104	44	11	2	3	4	0	17	6	17	104	25	3
Lancashire Constabulary	38	22	6	3	2	0	5	101	45	15	12	3	2	0	3	4	17	101	24	2
Leicestershire Constabulary	24	13	4	1	1	0	5	68	38	12	0	0	0	0	4	9	5	68	24	2
Lincolnshire Police	18	15	0	1	0	1	1	51	20	5	2	3	0	2	9	6	4	51	15	1
Merseyside Police	32	23	2	2	0	2	3	92	25	35	0	3	3	0	7	9	10	92	24	4
Metropolitan Police Service	341	135	70	47	42	10	37	883	273	197	1	16	48	7	38	152	121	883	231	23
Norfolk Constabulary	11	7	1	2	0	0	1	28	14	5	0	2	2	0	0	0	5	28	9	1
Northamptonshire Police	20	16	2	1	0	0	1	87	40	10	9	0	1	0	7	2	18	87	16	1
Northumbria Police	21	15	1	1	2	0	2	53	15	4	8	1	0	1	2	1	21	53	16	1
North Yorkshire Police	16	10	0	1	1	1	3	44	22	3	2	0	2	0	6	5	4	44	10	0
Nottinghamshire Police	29	16	4	2	0	3	4	112	57	15	13	1	1	0	13	3	9	112	17	1
South Yorkshire Police	33	21	5	4	0	0	3	121	61	15	6	1	2	2	1	16	17	121	26	2
Staffordshire Police	14	10	1	2	0	0	1	49	37	1	0	0	0	0	2	2	7	49	13	1
Suffolk Constabulary	16	12	2	0	1	0	1	46	19	9	0	0	0	2	4	6	6	46	9	1
Surrey Police	32	18	3	4	3	1	3	99	28	17	0	5	5	1	11	18	14	99	23	3
Sussex Police	41	23	4	6	1	1	6	144	63	13	26	2	1	4	2	2	31	144	17	0
Thames Valley Police	66	38	11	6	3	0	8	247	99	20	34	9	11	0	40	18	16	247	27	5
Unknown*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Warwickshire Police	9	9	0	0	0	0	0	28	18	6	0	0	0	0	0	0	4	28	19	0
West Mercia Constabulary	18	15	1	1	1	0	0	99	25	14	2	2	0	7	16	2	31	99	11	3
West Midlands Police	93	53	10	11	5	7	7	223	78	46	9	7	37	5	19	5	17	223	57	11
West Yorkshire Police	71	45	8	5	5	2	6	259	109	38	14	4	31	2	21	12	28	259	55	4
Wiltshire Constabulary	10	6	2	1	0	1	0	31	12	16	0	0	1	0	1	1	0	31	9	1
SCOTLAND																				
Scotland Police	58	28	9	8	0	1	12	149	36	9	11	4	31	2	17	17	22	149	14	2
WALES																				
Dyfed Powys Police	6	5	0	0	0	0	1	23	5	1	0	0	0	0	3	0	14	23	5	0
Gwent Police	12	12	0	0	0	0	0	45	28	6	3	1	1	0	5	0	1	45	11	0
North Wales Police	6	5	0	0	0	0	1	17	13	2	0	0	0	0	0	2	0	17	5	0
South Wales Police	22	16	2	1	1	0	2	71	51	3	0	2	2	0	3	1	9	71	19	5
NORTHERN IRELAND																				
Police Service of Northern Ireland	16	12	0	2	0	1	1	63	41	14	1	0	1	0	4	0	2	63	14	0

*one adult transgender female